



2-111 RECORDS DIVISION UNITS

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

1-84 Records Division (Currently 8-4)

B. Form(s)

None

C. Other Resource(s)

New Mexico Law Enforcement Telecommunications System (NMLETS) Manual

D. Rescinded Special Order(s)

None

2-111-1 Purpose

~~It is the purpose of this policy to provide the community public with copies of police reports Uniform Incident Reports and background check information, as well as assist the community public in filing a Uniform Incident Report police report. Furthermore, it is the purpose of this policy is to manage the information from the Federal Bureau of Investigation's (FBI) National Crime Information Center (NCIC) and the New Mexico Law Enforcement Telecommunications System (NMLETS) and review police reports pertaining to the NCIC, twenty four (24) hours a day, seven (7) days a week; and to provide updated and accurate crime data to City of Albuquerque, Albuquerque Police Department (Department), and City of Albuquerque personnel, as well as and outside governmental and outside law enforcement agencies agency personnel.~~

2-111-2 Policy

~~It is the policy of the Albuquerque Police Department (Department) to serve the public community and governmental agency personnelies through the imaging, printing, and production of police reports Uniform Incident Reports through its Central Records Units; to maintain an for the NCIC Reporting Unit, which is essential to the Department to ensure the accuracy of all entries by providing immediate support and responsiveness to Department personnel at all times; and for the NCIC Reporting Unit to obtain and maintain an NCIC certification; and for the National Incident-Based Reporting Systems (NIBRS) Unit to efficiently and effectively code and enter technical and statistical, error-free data, based on the standards of the FBI and the National Incident Based Reporting Systems NIBRS and the FBI.~~

2-111-3 Definitions



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~~A. A. Federal Bureau of Investigation National Incident Based Reporting System (FBI NIBRS)~~

~~A. Utilized when coding information in a police report.~~

A. ~~B. National Crime Information Center (NCIC)~~

~~An electronic clearinghouse of crime data utilized by Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.~~

~~An electronic clearinghouse of crime data utilized by Department or Records Division personnel to identify stolen property and missing or runaway persons. An electronic clearinghouse of crime data utilized by Department personnel to identify stolen property, Motor Vehicle Department (MVD) information, missing or runaway persons, and wanted persons of a nationwide interest.~~

B. ~~National Incident-Based Reporting System (FBI NIBRS)~~

~~A system that captures details pertaining to each offense listed within a police report including, but not limited to, information on victims, known offenders, relationships between victims and offenders, arrestees, and property involved in crimes.~~

~~Utilized when coding information in a police report.~~

C. ~~C. New Mexico Law Enforcement Telecommunications System (NMLETS) Manual~~

~~A manual that gives guidelines for NCIC use.~~

7 2-111-4 ~~2-111-4~~ **Central Records Units**

A. ~~Central Records Units personnel shall ensures all documents, including Uniform offense Incident Reports, traffic accident reports, and supporting documents that are submitted to the Central Records Units are indexed, retrieved, and distributed on a timely basis.~~

B. Records Repository System

1. ~~Central Records Units personnel shall manages a single, automated repository system for the Department, Bernalillo County Sheriff's Office Department, Albuquerque Aviation Police, and the Albuquerque Fire Department Rescue (AFRD) Fire/Arson Investigation Division Unit.~~

6 C. The Records Division Police Records Supervisor shall:

Police Records Supervisor



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~~The Police Records Supervisor shall:~~

- ~~1. Provide daily supervision to assigned personnel and ensures that accurate and timely documentation of information is maintained in the Central Records Units;~~
- ~~2. Plan and schedule adequate shift coverage;~~
- ~~3. Approve leave requests, monitors sick leave usage, and takes appropriate action when sick leave is abused;~~
- ~~4. Evaluate and review the performance of assigned personnel and initiates commendations;~~
- ~~5. Interview prospective employees and selects applicants to fill vacancies in the Central Records Units;~~
- ~~6. Interpret approved policies and keep subordinates informed on policy changes;~~
- ~~7. Prepare and maintain reports and records;~~
- ~~8. Assist in the preparation of the division budget;~~
- ~~9. Administer operations control and expenditures of staff and equipment;~~
- ~~10. Assist the public with inquiries and handles the public's complaints;~~
- ~~11. Seal or expunge records pursuant to a signed court order;~~
- ~~12. Coordinate with and responds to the needs of other criminal justice agencies for appropriate information;~~
- ~~13. Maintain a training file folder for each Central Records Unit employee; and~~
- ~~14. Maintain the Central Records Units email (apdcentralrecords@cabq.gov) to ensure the timeliness of report supporting documents (e.g., DWI breath cards, tow in reports, statements, etc.); and~~
~~Perform other duties, as assigned.~~

~~The Police Records Technician I shall:~~

~~Shall maintain logs of daily assignments;~~

~~If needed, May be assigned training of personnel;~~

~~Provide computer research and retrieval of report information and/or supporting documents to law enforcement personnel, District and Metropolitan Courts, and/or Probation Department;~~



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~~Shall complete requests for information and/or provide copies of reports to requesters;~~

~~Images and distributes offense reports, traffic accident reports, supplemental reports, and other forms of various units within the department and other outside agencies; and~~

~~Performs other duties, as assigned.~~

~~Rules and Responsibilities~~

~~Records Repository System~~

~~Central Records manages a single, automated repository system for the Department, Bernalillo County Sheriff's Department, Aviation Police, and the Albuquerque Fire Department's Arson Unit.~~

~~Administration~~

~~A. Central Records ensures all documents, including offense reports, traffic accident reports, and supporting documents that are submitted to Central Records are indexed, retrieved, and distributed on a timely basis.~~

~~A. Police Records Supervisor~~

~~A. The Police Records Supervisor shall:~~

~~A. Provide daily supervision to assigned personnel and ensures that accurate and timely documentation of information is maintained in Central Records.~~

~~A. Plan and schedule adequate shift coverage.~~

~~A. Approve leave requests, monitors sick leave usage, and takes appropriate action when sick leave is abused.~~

~~A. Evaluate and review the performance of assigned personnel and initiates commendations.~~

~~A. Interview prospective employees and selects applicants to fill vacancies in Central Records.~~

~~A. Interpret approved policies and keep subordinates informed on policy changes.~~

~~A. Prepare and maintain reports and records.~~

~~A. Assist in the preparation of the division budget.~~

~~A. Administer operations control and expenditures of staff and equipment.~~

~~A. Assist the public with inquiries and handles the public's complaints.~~

~~A. Seal/expunge records pursuant to a signed court order.~~

~~A. Coordinate with and responds to the needs of other criminal justice agencies for appropriate information.~~

~~A. Maintain a training file folder for each Central Records employee.~~

~~A. Maintain the Central Records email apdcentralrecords@cabq.gov to ensure the timeliness of report supporting documents (e.g., DWI breath cards, tow-in reports, statements, etc.).~~

~~A. Perform other duties, as assigned.~~



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~~A. Police Records Technician~~

~~A. =~~

~~A. Shall maintain logs of daily assignments.~~

~~A. May be assigned training of personnel.~~

~~A. Provide computer research and retrieval of report information and/or supporting documents to law enforcement personnel, District and Metropolitan Courts, and/or Probation Department.~~

~~A. Shall complete requests for information and/or provide copies of reports to requestors.~~

~~A. Images and distributes offense reports, traffic accident reports, supplemental reports, and other forms of various units within the department and other outside agencies.~~

~~A. Performs other duties, as assigned.~~

~~—~~

~~1. Forms Control~~

~~3. —~~

~~4. It is the policy of the Department that the Records Division will shall print all Department forms.~~

~~5. Requests for forms printed outside the Division must shall first be authorized by the supervisor.~~

~~6. The Division Manager or his/her designee must shall approve all formal requests when ordering supplies from outside agencies/vendors.~~

~~7. When it is necessary to get forms from the State of New Mexico, a telephone order will shall be placed to order them.~~

~~8. —~~

~~9. — Shift Bid~~

~~10. —~~

~~2. — The supervisor reserves the right to assign personnel as the needs of the Unit dictate.~~

D. Units Within Central Records

1. ~~The~~ Imaging Unit personnel shall:

~~—~~ The Imaging Unit shall:

a. Perform duties with confidential documents; therefore, ~~technicians~~ Imaging Unit personnel shall refrain from discussing information about reports and supporting documents with anyone outside the Department;=

b. Prepare, scan, index, and verify documents into an electronic document filing system;=

c. If asked, provide training for new personnel; and=

d. Prepare work activity totals for the monthly report; ~~and~~

~~—~~ Perform other duties, as assigned.

2. ~~The~~ Officer Services Unit (OSU) personnel shall:

~~—~~ The OSU shall:

a. Be responsible for service desk operation;=



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- b. Be responsible for classifying and sorting mail and ensuring that mail is forwarded;
- c. Prepare work activity totals for their monthly report;
- d. Receive and process requests for reports and information from law enforcement and criminal justice agencies, which ~~This also~~ includes performing background searches checks;
- e. Be responsible for accurate and timely processing and response of requests received from other law enforcement agencies, as well as other agencies outlined by the manager;
- f. Maintain and update the service request forms file; and
 - A. ~~Maintain and update abandoned/towed vehicle files, sends notices on a daily basis to citizens advising vehicle status towed or abandoned.~~
- ~~If asked by a Records Division supervisor, provide training for new personnel;~~
- ~~and~~
- g. Perform other duties, as assigned.

3. ~~The~~ Public Information Unit (PIU) personnel shall:

~~The~~ PIU shall:

- a. Receive and process requests for non-confidential reports by insurance companies and community members. For requests received by mail with an accompanying payment, PIU will mail the non-confidential report and receipt for payment back to the requestor;
- ~~Contact the following:~~
- ~~g~~ General public by mail and ~~and~~
 - b. Insurance companies by mail, facsimile, or counter service;
 - c. Work with the City of Albuquerque's Accounting Office in person to turn in monthly accounts receivable forms;
 - d. Issue credit to responsible insurance companies that agree to pay for report copies on a monthly basis. PIU personnel shall post all processed requests and money received in a monthly ledger;
 - e. Complete ~~the following~~ bookkeeping responsibilities, including:
 - i. Maintaining all accounts and issue credit memos about personnel insurance sales;
 - ii. Preparing e accounts receivable form for each insurance account at the beginning of each month. ~~The~~ PIU personnel shall then forward forms ~~are then forwarded~~ to the City Accounting Office for monthly billing; and
 - iii. Stamping checks with the stamp provided by the City's Department of Finance and Administrative Services.
 - f. Handle confidential documents. PIU personnel shall not disclose confidential information to anyone outside the Department;
 - g. Write reports for:
 - i. Lost items;
 - ii. Fraud;
 - iii. Identity theft; and
 - ~~Informational reports.~~
 - iv. Larceny/auto burglary



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- h. Ensure descriptions are not vague or generic because they do not constitute suspect information;
- i. Be responsible for the release of approved documents that are requested documents by the public, attorneys, public defenders, private investigators, and the media. Approved documents for release include:
 - i. Uniform Incident ~~Offense~~ Reports;
 - ii. Accident reports; and
 - iii. Public ~~b~~Background checks upon receiving payment from the requestor.

6 2-111-5 National Crime Information Center (NCIC) Reporting Unit

A. ~~The NCIC Reporting Unit~~ The NCIC Reporting Unit Supervisor shall oversee operations within the NCIC Reporting Unit.

B. ~~Rules and Responsibilities~~ The NCIC Reporting Unit personnel shall:

7 1. ~~The NCIC Unit is~~ Be operational twenty-four (24) hours a day, seven (7) days a week;

6 2. ~~The NCIC Unit shall~~ Take calls from all Department personnel and accurately enter or remove the following entries:

- a. Missing or runaway persons;
- b. Stolen and embezzled motor vehicles (with VIN or serial number);
- c. Stolen and lost firearms (with serial number); and
- d. Stolen property (with serial number).

3. ~~The NCIC Unit shall~~ Validate that the NCIC entry is still in the system for accuracy and updates of ownership of vehicles and property;

4. ~~The NCIC Unit r~~Receives and confirms teletype requests for NCIC entries that were entered by the NCIC Reporting Unit;

5. ~~The NCIC Unit h~~ouses and monitors historic Bernalillo County Sheriff's Office NCIC records (prior to June 12, 2018);

1 6. ~~The NCIC Unit shall~~ Follow the ~~FBI~~ NMLETS Manual, as well as the policies and procedures set forth by the FBI and New Mexico Department of Public Safety (DPS), and shall maintain the required certifications;

6 ~~Reviewing of Police Reports~~

7. ~~The NCIC Unit shall~~ Review police Uniform Incident Reports pertaining to information as part of a quality assurance check. The information that is reviewed ~~that~~ includes, but is not limited to:

- a. All NCIC entries and ~~(including recoveries);~~



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- b. Towed, abandoned vehicles; and
- c. Found property with serial numbers.

8. The NCIC Unit shall Review reports, consistent with the rules of the UCR, NCIC/NMLETS, including, but not limited to, and Department SOP(s):

State of New Mexico Uniform

A. Personnel will shall take the following actions when reviewing the reports:

B.

C. Accept the submitted report; or

D. Reject the report for corrections.

E. All APD Personnel will shall utilize Copperfire or TraCS to generate, submit, and approve police reports.

a. Crash Reports;

b. Station crash reports; and

c. Statement forms.

and

i. Other documents shall be time stamped and sent to the Central Records Units for processing.

9. The NCIC Unit shall also Review police Uniform Incident Reports generated by Albuquerque Fire Department AFRD Fire/Arson Investigation Division Arson Unit personnel; and

10. The unit Houses and monitors historic Bernalillo County Sheriff's Office police reports (prior to June 12, 2018).

N 2-111-6 National Incident-Based Reporting System (NIBRS) Unit

A. The NIBRS Unit Duties and Responsibilities Supervisor/Statistician shall:

National Incident-Based Reporting System Supervisor/Statistician

The NIBRS Unit Supervisor shall Be able to collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends. The Unit supervisor shall have an extensive, technical and statistical knowledge of the NIBRS standards in order to verify the accuracy of statistical data of source documents, including investigative clearance supplements to help recognize any deficiencies.

1. The Unit Supervisor Plans, directs, manages, and oversees the activities of the NIBRS Unit, which include but are not limited to:

a. Personnel management;

b. Policy evaluation;

c. Employee training and development;



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- d. Coordinating assigned activities with other divisions, departments, and outside agencies; and
- e. Providing highly responsible and complex administrative support to the ~~Department's Records Division Manager; and~~
~~The Unit Supervisor can initiate and/or investigate any disciplinary action and/or Internal Affairs (IA) issues.~~
- f. ~~The Unit Supervisor p~~Performing administrative and technical tasks, ~~s, as needed, and directly is responsible for the Unit's efficiency and the overall harmony of its personnel.~~

B. The ~~NIBRS~~ Data Analyst II shall:

- 1. ~~C~~Collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends; and
- 2. ~~The Unit supervisor shall h~~Have an extensive, technical and statistical knowledge of the NIBRS standards in order to verify the accuracy of statistical data of source documents, including investigative clearance supplements to help recognize any deficiencies.

C. The ~~National Incident Based Reporting System~~ NIBRS Unit Police Records Specialist shall:

- 1. ~~The NIBRS Police Records Specialist is~~Be responsible for accurately and efficiently entering, verifying, and processing data on all non-NCIC-related police reports into the ~~R~~Records ~~m~~Management database system. All information entered shall be reviewed and coded according to the NIBRS standards for the FBI. In addition, the specialist shall perform additional duties as assigned by supervisory personnel; and
- 2. Receive, review, enter, and verify incoming reports into the Records Management database system from the Department, Bernalillo County Sheriff's Office ~~Department officers~~ sworn personnel, Albuquerque Aviation Police, and ~~the Albuquerque Fire Department~~Albuquerque Fire Rescue (AFR) Fire/Arson Investigation Division ~~Arson Unit~~ for (arson reports only); and
- 3. Have extensive, statistical knowledge of NIBRS standards, in order to verify the accuracy of source data; and
- 4. Recognize deficiencies in the source document, and properly enter information for all Uniform Incident ~~offense r~~Reports, supplemental reports, accident reports, and other police-related documents; and
- 5. Access all applicable databases for verification of source data in order to ensure proper entry and coding of information of all various types of reports; and
- ~~Enter and/or verify all report data, as it exists on the report.; and~~



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- ~~6. Have knowledge of all Department computer software applications.~~
- ~~Be held to a work standard.~~
- ~~Performs any other duties, as assigned.~~

2-111-7 Forms Control

A. The Records Division shall:

- 1. Print necessary Department forms; and
- 2. When it is necessary to get forms from the State of New Mexico, place a telephone order shall be placed to order them.

B. A Records Division supervisor shall authorize requests for forms printed outside the Records Division shall first be authorized by the supervisor.

C. The Records Division Manager or their designee shall approve all formal requests when ordering supplies from outside agencies or vendors.

~~A. When it is necessary to get forms from the State of New Mexico, a telephone order shall be placed to order them.~~

