



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-111 (Formerly 1-84 and 1-86) Effective: 05/19/2023 Review: 05/19/2024 Replaces: 08/13/21

2-111 RECORDS DIVISION UNITS

Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):

A. Related SOP(s)

[2-9 Use of Computer Systems \(Formerly 1-37\)](#)

B. Form(s)

None

C. Other Resource(s)

New Mexico Law Enforcement Telecommunications System (NMLETS) Manual
N.M Code R § 1.21.2 Retention and Disposition of Public Records

D. Rescinded Special Order(s)

SO 21-119 Amendment to SOP 2-111 Records Division Unit

2-111-1 Purpose

It is the purpose of this policy to provide the community with copies of Uniform Incident Reports and background check information, as well as assist the community in filing a Uniform Incident Report. Furthermore, it is the purpose of this policy to manage the information from the Federal Bureau of Investigation (FBI) National Crime Information Center (NCIC), and the New Mexico Law Enforcement Telecommunications System (NMLETS); and to provide updated and accurate crime data to City of Albuquerque, Albuquerque Police Department (Department), and outside governmental agency personnel.

2-111-2 Policy

It is the policy of the Albuquerque Police Department (Department) to serve the community and governmental agency personnel through the imaging, printing, and production of Uniform Incident Reports through its Central Records Units; for the NCIC Reporting Unit to ensure the accuracy of all entries by providing immediate support and responsiveness to Department personnel; 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 NIBRS.

N/A 2-111-3 Definitions

A. National Crime Information Center (NCIC)



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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 nationwide interest.

B. National Incident-Based Reporting System (NIBRS)

A system of documentation standards 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.

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

A manual that gives guidelines for NCIC use.

D. TraCS

Traffic and Criminal Software

7 2-111-4 Records Division Personnel Responsibilities and Procedures

A. Records Division Coordinator

1. The Records Division Coordinator shall:

- a. Be responsible for the oversight of the NCIC Reporting unit, NIBRS Unit, Central Records Unit, and supervise personnel responsible for the design, configuration, and operation of the NCIC system, the NIBRS requirements, and processes set forth by NMDPS and the FBI; and
- b. Oversee the security and access of all terminals as the Terminal Agency Coordinator and work closely with the Department of Technology and Innovation (DTI) to keep the Records Division Manager apprised of all current and future matters or problems regarding NCIC, NMLETS, and NIBRS, as well as informing NMDPS of any violations or potential problems.

B. Records Division Supervisor

1. The Records Division supervisor shall:

- a. Provide daily supervision of assigned personnel and ensure that accurate and timely documentation of information is maintained in each Records Division Unit;
- b. Evaluate and review the performance of assigned personnel and initiate commendations;
- c. Review, choose, and interview qualified applicants to fill vacancies in the assigned Records Division Unit;



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- d. Perform administrative and technical tasks which include operations control and expenditures of personnel and equipment;
- e. Complete, review, and approve timecards before the deadlines provided by the Payroll and Fiscal Division;
- f. Conduct and interpret policy evaluations, as well as approved policies to ensure personnel assigned to the specific Records Division Unit supervisor are informed of such policies;
- g. Create, prepare, update, and maintain user and training manuals, as well as reports and records within the Records Division Unit to each supervisor is assigned to;
- h. Coordinate with and respond to requests from other criminal justice agencies for appropriate information gathering and exchange;
- i. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abused;
- j. Respond to New Mexico Inspection of Public Records Act (IPRA) requests and other requests made by internal and external agencies;
- k. Collaborate with other Department units, sections, divisions, and bureaus on a daily, weekly, or monthly basis to ensure they are supported by Records Division personnel;
- l. Mentor, guide, train, and support all Department personnel within and outside their chain of command;
- m. Instruct new cadets, lateral officers, and acting supervisors on the use of each records management system, common report errors, and NCIC requirements through the Academy Division or other Department training programs;
- n. Maintain a training file for each employee assigned to a Records Division Unit supervisor;
- o. Plan, coordinate, design, and prepare assigned activities, meetings, collaborations, and projects with other Department units, sections, divisions, and bureaus along with external agencies assigned by the Records Division Manager;
- p. Adhere to and ensure Records Division personnel in their chain of command follow all Department Standard Operating Procedures (SOP), as well as IPRA, state statutes, Federal Bureau of Investigation (FBI) policies and procedures, and New Mexico Department of Public Safety (NMDPS) regulations;
- q. Provide administrative support to the Records Division Manager with detailed updates on mandates, directives, and other tasks or projects as assigned through clear and professional communication;
- r. Be expected to follow a set and approved work schedule provided by their chain of command;
- s. Support all Records Division personnel in the event other Records Division Unit supervisors or the Records Division Manager is unavailable;
- t. Provide analytical and time-sensitive requests on a daily, weekly, monthly, or yearly basis for the Records Division Manager or their designee, the Chief of Police or their designee, the City of Albuquerque Mayor or their designee, news outlets, the FBI and NMDPS;
- u. Attend the Basic Instructor Training course at the Academy Division to become a certified Department instructor through the NMDPS;



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- v. Assist with Uniform Incident Report corrections and research of reports on a daily basis;
- w. Assist Department personnel with sign-out requirements when leaving the Department;
- x. Contact Department command staff in regards to rejected records and timeliness of reports; and
- y. When necessary, work mandated overtime due to coverage issues or project requests.

C. Central Records Unit Supervisor

1. The Central Records Unit Supervisor shall:

- a. Assist the public with inquiries and shall handle their complaints;
- b. Seal and expunge records pursuant to a signed court order;
- c. Maintain the Central Records Unit email accounts (apdosu@cabq.gov and apdcentralrecords@cabq.gov; and
- d. Research and collect total written station (Uniform Crash Reports) for each area command on a monthly basis.

D. NIBRS Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NIBRS Unit Supervisor shall:

- a. Collect, analyze, and compile quarterly crime statistics for the FBI and NMDPS;
- b. Understand important concepts specific to NIBRS reporting, including all elements of a crime;
- c. Read and comprehend FBI user manuals and the FBI technical specifications manual; and
- d. Be responsible for compiling a weekly error validation report and ensure that proper corrections have been made.

E. NCIC Reporting Unit Supervisor

1. In addition to the expectations of the Records Division Supervisor, the NCIC Reporting Unit Supervisor shall:

- a. Plan and schedule adequate shift coverage;
- b. Research and collect total entries into NCIC each month for the following:
 - i. Total stolen and recovered vehicle entries;
 - ii. Total embezzled and recovered vehicle entries;
 - iii. Total stolen and recovered firearm entries; and
 - iv. Total missing and runaway entries.
- c. Ensure NCIC Reporting Unit personnel renew their NCIC certifications every two (2) years;



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- d. Check and verify paperwork of personnel to ensure accuracy and compliance with FBI and NMDPS requirements; and
- e. Serve as the Terminal Agency Coordinator (TAC) or Assistant TAC for the Department as needed and assigned by their chain of command.

F. Central Records Unit Personnel

1. Central Records Unit personnel shall:

- a. Complete Uniform Incident Reports for:
 - i. Lost items;
 - ii. Fraud;
 - iii. Identity theft;
 - iv. Informational reports;
 - v. Larceny;
 - vi. Auto burglaries;
 - vii. Metal theft reports;
 - viii. Residential and commercial burglaries, if the reporting party has gone through the residence and no threat was present;
 - ix. Tampering with a motor vehicle;
 - x. Theft of motor vehicle parts;
 - xi. Vandalism or criminal damage;
 - xii. Bill skips;
 - xiii. Lost or stolen license plates;
 - xiv. Lost or stolen passports;
 - xv. Anonymous, threatening or obscene phone calls, which includes electronic communications and social media;
 - xvi. To change or add an address or phone number;
 - xvii. Verbal assaults and threats that do not involve physical contact or if a weapon is displayed; and
 - xviii. Harassment reports that do not require follow-up investigation.
- b. Be responsible for accurately verifying and processing data and attachments on all Uniform Incident Reports and Uniform Crash Reports into the Records Management System (RMS), electronic document filing system, records repository, and the Department's records management system;
- c. Provide training for all personnel;
- d. Be responsible for classifying and sorting mail;
- e. Receive and process requests for reports and information from law enforcement and criminal justice agencies, which includes performing background checks;
- f. Take incoming calls from community members pertaining to reports;
 - i. Information shall not be shared over the phone.
- g. Process requests for reports from other City departments;
- h. Provide general police information pertaining to reports and records and for writing specific reports as a support function to Field Services Bureau (FSB) personnel;
- i. Provide redacted reports to the public consistent with IPRA;
- j. Check all record management systems and repositories for requested reports;



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- k. Work with the City of Albuquerque Department of Finance and Accounting Division to turn in daily, weekly, and monthly accounts receivable forms in person and process various forms of payment;
- l. Support FSB personnel and substation administrative assistants;
- m. Maintain and update variety of records and logs on a daily basis;
- n. Maintain confidentiality of all information received within the scope of duties; and
- o. When necessary, work mandated overtime due to coverage issues or project requests.

G. NIBRS Unit Personnel

1. NIBRS Unit personnel shall:

- a. Be responsible for accurately and efficiently verifying and processing data on all Uniform Incident Reports into the records management system. All information entered shall be reviewed and coded according to the NIBRS standards for the FBI;
- b. Receive, review, edit, and verify incoming Uniform Incident Reports into the records management system;
- c. Have extensive knowledge of NIBRS standards and Offense Classifications to verify the accuracy of source data;
- d. Recognize deficiencies in the source document and properly enter information for all Uniform Incident Reports, Supplemental Reports, and other police-related documents;
- e. Access all applicable databases for verification of source data to ensure proper entry and coding of information from various types of reports;
- f. Establish direct effective communication with Department supervisors, sworn personnel and other Department personnel;
- g. Support FSB personnel and Telephone Reporting Unit (TRU) personnel as subject matter experts within the records management systems;
- h. Maintain quality and consistency of all Uniform Incident Reports and report processes by adhering to FBI, NMDPS, and other governmental organizations submission standards, definitions and specifications;
- i. Process Uniform Incident Report modifications to conform to NIBRS guidelines;
- j. Independently process any and all reports assigned;
- k. Maintain and update a variety of records and logs on a daily basis;
- l. Run error reports as assigned and correct all errors for FBI and NMDPS submissions before the deadlines;
- m. Comply with trainings and certifications as required by the FBI, NMDPS, and the Department;
- n. Maintain confidentiality of any and all information received within their scope of duties; and
- o. When necessary, work mandated overtime due to coverage issues or project requests.

H. NCIC Unit Personnel



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1. NCIC Unit personnel shall:

- a. Receive calls from Department personnel and other law enforcement agencies to enter or remove entries into RMS and NCIC database accurately on an unpublished line;
- b. Receive and confirm teletype requests for NCIC entries that were entered by NCIC Reporting Unit personnel;
- c. Follow the NMLETS Manual and follow FBI and NMDPS policies and procedures and maintain the required certifications;
- d. Ensure compliance with all federal and state laws that govern NCIC entries, as well as FBI policies and procedures and NMDPS regulations;
- e. Ensure accuracy of NCIC entry through second party process in relation to the original report;
- f. Maintain the NCIC validation process through research and outreach verification with victims and reporting parties;
- g. Authorize, review and verify Uniform Incident Reports into the records management system;
- h. Ensure the security of NCIC material and ensure that the material is not distributed to unauthorized individuals; and
- i. When necessary, work mandated overtime due to coverage issues, project requests or on holidays.
 - i. NCIC Unit personnel shall be staffed twenty-four (24) hours a day, every day of the year.

I. The Data Analyst II shall:

1. Report to the Records Division Manager;
2. Create, collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends;
3. Use technical understanding of report writing methods and knowledge of the NIBRS standards to verify the accuracy of data source documents to help recognize any deficiencies; and
4. Support the Department by fulfilling requests for reports from database sources as requested by the Records Division Manager.

J. The Senior Office Assistant shall:

1. Report to the Records Division Manager;
2. Assist all professional staff within the Division with processing, monitoring, and maintaining documents, clerical duties, and systems in servicing the Department; and



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3. Prepare and proofread a variety of documents to include general correspondence, memoranda, reports and purchase orders on the Records Division's behalf.

2-111-5 Records Administration

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A. Confidentiality of Information

1. Information obtained during employment concerning Department operations, plans, and activities shall remain confidential.
2. Department personnel shall not divulge confidential information to unauthorized individuals.

N/A

B. Chain of Command

1. Records Division Manager

- a. The Records Division Manager is a professional staff member, equivalent to a Police Commander, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Manager shall report to the Deputy Chief of the Management Services and Support Bureau.

2. Records Division Coordinator

- a. The Records Division Coordinator is a professional staff member, equivalent to a Police Lieutenant, selected by an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. The Records Division Coordinator shall report to the Records Division Manager.
- c. The Records Division Coordinator also serves as the Terminal Agency Coordinator of the Department excluding Emergency Communications Center (ECC) personnel as outlined in SOP Use of Computer Systems (refer to SOP Use of Computer Systems for sanction classifications and additional duties).

3. Records Division Unit Supervisor(s)

- a. A Records Division Unit supervisor is a professional staff member, equivalent to a Police Sergeant, selected through an interview process that complies with the City of Albuquerque's Merit Ordinance System.
- b. Each Records Division Unit Supervisor is hired and designated to supervise specific personnel units of the Records Division.

C. Records Retention Schedule

Records Division personnel shall comply with the report retention schedule for the Department's Records Division, consistent with the New Mexico Administrative Code on the Retention and Disposition of Public Records, N.M. Code R. § 1.21.2.