



ALBUQUERQUE POLICE DEPARTMENT
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-4

Effective: 08/07/15 Review Due: 08/07/16 Replaces: 10/14/02

8-4 RECORDS DIVISION

8-4-1 Purpose

The Records Division is an integral part of the Albuquerque Police Department's operational and support service delivery systems. By applying professional records management techniques to the processing, storage, and retrieval of Department reports, the Records Division provides a critical service to Department personnel, other criminal justice organizations, and the community as a whole.

This manual is prepared at the direction of the Division Manager. It sets forth policies, procedures, and standards of performance in regard to Division operations. It is a reference resource providing guidelines that may be familiar to all Records Division personnel. Supervisors are charged with applying its provisions, enforcing its rules, and where necessary, submitting proposals for updates and changes.

The manual supplements the Department Standard Operating Procedures, Collective Bargaining Agreements, the Merit Ordinance, and Personnel Rules and Regulations. If a conflict occurs, these other manuals and agreements take precedence over this manual.

8-4-2 Rules and Procedures

A. Records Administration

1. The Records Division is comprised of diverse units. The units and their primary duties are as follows:
 - a. Report Review Unit

Responsible for the intake and initial processing and indexing of all documents submitted to Records. NCIC entries are made by the Unit.
 - b. Uniform Crime Reporting (UCR) Unit

Responsible for reviewing, editing, and compiling data and statistics sent to the NMDPS, FBI and other governmental organizations.
 - c. Central Records/Imaging Unit

Responsible for processing distributing, filing, scanning, indexing and retrieving Offense/Incident reports, Accident reports and all documents in the records repository.
 - d. Officer Service Unit

Responsible for serving all law enforcement personnel needing to access record copies.



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e. Data Entry Unit

Responsible for the entry, review and editing of APD and BCSO Offense/Incident and Accident report information in the Records Management System.

f. Police Information Unit

Responsible for providing general police information and for writing specific reports to relieve field services to handle more serious crimes. In addition, the unit retrieves and retails reports to the public.

g. Telephone Report Unit

Responsible for taking police Offense/Incident reports that occur within the city of Albuquerque that would not generally require an officer's immediate response to include processing on-line reports generated by the public.

h. Alarm Ordinance Unit

Responsible for the issuance and maintenance of alarm permits.

2. Standard Operating Procedures

The Standard Operating Procedures (SOP) is maintained in the PowerDMS application to include Special Orders and other department correspondence. Each Records Division employee is required to review all PowerDMS correspondence and perform an electronic signature for each item. Each Records Supervisor is responsible to maintain any unit memorandums and correspondence pertaining to their respective units.

3. Inventory

a. The Records Division shall maintain an updated inventory as required by the Property Management Unit.

b. Property Acquisition

When property is acquired, it shall be recorded on inventory as required by the Property Management Unit.

c. Transfer of Property

When property is transferred from control of the Records Division, or within Records units, prior approval of the Division Manager must be obtained.



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d. Special Inventories

The Records Division shall conduct inventories as required by the Property Management Unit, or as directed by anyone in the chain of command.

4. Hours of Operation

- a. Report Review operates 24 hours per day, seven days per week, 365 days per year.
- b. The Uniform Crime Reporting Unit operates 0630 to 1530 hours, Monday through Friday.
- c. The Central Records/Imaging Unit operates from 0700 to 1700 hours, Monday through Friday.
- d. Officer Service Unit operates from 0700 to 1700 hours, Monday through Friday.
- e. The Police Information Unit is open to the public Monday through Friday from 0700 to 1700 hours. Telephone service is also provided through this Unit for the same times.
- f. The Data Entry Unit operates from 0630 through 1530 hours, Monday through Friday.
- g. The Alarm Ordinance Unit operates from 0730 to 1600, Monday through Friday.
- h. The Telephone Report Unit operates from 0700 to 1700 hours, Monday through Friday.

5. Work Schedule

- a. A normal workweek is 40 hours. Personnel may be required to work odd hours, holidays, and weekends. Shift work is a condition of employment consistent with the White Collar Contract.
- b. Normal Watch Hours
 - i. First Watch - 2230 hours to 0700 hours
 - ii. Second Watch - 0630 hours to 1500 hours
 - iii. Third Watch - 1430 hours to 2300 hours

c. Special Watches

The Division Manager or his/her designee may assign personnel to special watches or tours of duty when in the best interest of the Division or the Police Department.

d. Days Off

Consecutive day off slots for each Watch shall be assigned by the functional supervisor. Employees will bid for the available day off slots according to the current White Collar Contract.



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6. Tardiness

The Watch supervisor shall ensure that the employees assigned to his/her shift arrive on time for work. If an employee foresees arriving to work late, he/she shall inform the Watch supervisor ahead of time. If the supervisor is not available, the employee will leave a message and phone number so the supervisor can make contact with them. When employees are late for duty, including lunch or break periods, they will time stamp in on a designated form by the unit supervisor to submit back to his/her respective supervisor. Tardiness may result in disciplinary action in the event of repeated occurrences.

7. Attendance

a. Unauthorized Absence from Duty

- i. Personnel absent from duty without authorization shall be listed as Leave Without Pay.
- ii. Disciplinary action may also be taken, pursuant to the Merit Ordinance, Personnel Rules and Regulations, and the Department SOP.

b. Sick Leave

- i. Employees reporting themselves as sick shall notify their supervisor at least 30 minutes prior to the start of the shift they will miss. If the supervisor is not available, the employee will leave a message and phone number so the supervisor can make contact with them. If the functional supervisor is not on duty, the employee will contact the lead clerk and advise them that they are sick.
- ii. In the event of excessive sick leave usage, the employee may be required to submit a doctor's certificate for the use of sick leave.

c. Relief by On-Coming Shift

Each employee will remain at his/her station until properly relieved by on-coming personnel or by the supervisor and will continue to work until time for relief.

8. Confidentiality of Information

Information obtained during a tour of duty concerning Department operation, plans, and activities are confidential and shall not be divulged to unauthorized persons.

9. Overtime

Overtime will be made available as authorized with prior approval of the Division Manager or his/her designee. The procedures for overtime will follow the most current White Collar Contract.



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10. Chain of Command

- a. The chain of command is a term which refers to the order of rank of supervisory personnel. On matters requiring the attention of a supervisor, personnel assigned to the Records Division will go through their immediate supervisor. If the matter must go to a higher authority, the supervisor will take the matter to the Division Manager, who reports directly to the Administrative Support Bureau (ASB), Executive Director.
- b. In submitting written communication to anyone in the Department, the chain of command must be followed:
 - i. Example: Letters to the Chief of Police must first be submitted to the immediate supervisor. The supervisor will initial the letter and forward it to the Division Manager, who will initial and forward to the Executive Director, who then forwards it to the Chief of Police.
 - ii. If any employee wishes to speak with someone in the Bureau who is higher in rank than the immediate supervisor, the employee is to follow the chain of command prior to doing so. Failure to follow this policy is reason for disciplinary action.
- c. Personnel are expected to show respect for their supervisors when addressing them. Sworn supervisors will be called by their rank (sergeant, lieutenant, commander, chief) not by their first name, unless specifically permitted by the supervisor him/herself.
- d. Chain of Command
 - i. Division Manager - The Division Manager is a civilian, equivalent to a police commander, selected by an interview process that complies with the Merit Ordinance. The Manager reports to the Administrative Support Bureau (ASB), Executive Director.
 - ii. Supervisor - Records Unit Supervisors are non-sworn personnel, the supervisory equivalent in the Records Division of a police sergeant. Records civilian supervisors are selected by an interview process that complies with the Merit Ordinance.
 - iii. Senior Police Records Technician (Lead Clerks) - Lead Clerks in the Records Division are non-sworn personnel. Lead Clerks are in the clerical series and are selected by an interview process that complies with the Merit Ordinance.

B. Supervisor Assignment

1. There are two types of supervisors assigned to the Records Division: Functional and Line supervisors. A supervisor may operate as both a functional and a line supervisor, or as one or the other.
 - a. A functional supervisor is one who, along with higher authority, establishes procedures, sets up guidelines, makes rules and regulations, assigns personnel to specific shifts, days off and duties.



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b. A line supervisor is one who supervises the work of personnel during a particular tour of duty.

2. One supervisor shall be the functional supervisor of the Report Review Unit.
3. One supervisor shall be the functional supervisor of the Police Information Unit.
4. One supervisor shall be the functional supervisor of the Uniform Crime Report Unit and the Data Entry Unit.
5. One supervisor shall be the functional supervisor of the Central Records/Imaging Unit and the Officer Service Desk Unit.
6. One supervisor shall be the functional supervisor of the Alarm Ordinance Unit.
7. One supervisor shall be the functional supervisor of the Telephone Reporting Unit.

C. Supervisor Duties

1. His/her assigned unit, and is responsible for the efficient operation of the unit and for the proper and accurate care/keeping of all records and files assigned to the Unit
2. Maintaining active direction and supervision of assigned subordinates
3. The proper reception, service, and transmission of official police business conducted within the unit
4. Assuring that records under his/her control are not removed from the Division, unless necessary as evidence in court or for an investigation. In the event that records are removed, an accurate account of their disposition is to be kept. No records shall be removed without copies of such records being retained in the files;
5. The proper receipt, posting and accounting for all money collected during his/her watch.
6. Approving of Department Time Sheets, accurately approving the duty assignments of subordinates.
7. Requiring subordinates to report for duty at the designated time.
8. Determining, by personal observation and investigation, that each subordinate under his/her supervision performs their duties completely and promptly, while complying with Departmental Rules and Regulations.



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9. Investigating any delinquent conduct in the performance of duty, or in the observance of the Departmental Rules of personnel under his/her control
10. Familiarizing him/herself with the capabilities of subordinates and make proper performance appraisals of personnel under his/her control
11. Addressing grievances as they come to their attention and shall refer grievances upward when necessary
12. Attempting to create and maintain a high degree of morale among subordinates
13. Giving particular attention to new employees and fully inform them of their duties. Personally follow their progress and assist them in meeting the problems of a new job. Shall carefully instruct them throughout their probationary period and thereafter, as the need may arise
14. Advising all subordinates of the proper action to take in questionable cases, as well as the applicable legal provisions
15. Making personnel evaluations refraining from prejudice or unsupported opinions. Shall mark a subordinate favorably/unfavorably where the facts warrant
16. Recommending to the Division Manager personnel assignment adjustments that will promote greater efficiency
17. Issuing reprimands as may be necessary, and confer with the Division Manager, regarding any chronic inefficiency on the part of any subordinate
18. Planning and management within appropriate areas of responsibility. Shall submit to the Division Manager written proposals to improve the efficiency of the Unit
19. Proper use, maintenance, and repair of equipment assigned to the Unit
20. Performing such additional duties as may be assigned to him/her by the Division Manager
21. Maintaining or cause to be maintained complete and accurate access logs and be responsible for the security of the Unit's files at all times
22. Not permitting or condoning the admittance of unauthorized personnel into the Records Division
23. Checking for errors, inconsistencies, and omissions on any paperwork forwarded to a higher level



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24. Responding as necessary, within department guidelines, to news media inquiries
 25. Supervising the dissemination, on a timely basis, to the proper location, law enforcement teletypes received by the Department
 26. Supervising the response of teletypes requiring Records Division assistance
 27. Accurate completion of the monthly report to be given to the Division Manager by the 10th workday of each month
 28. Utilization of the copiers in the Records Division only for department material
 29. Giving the authorization to sign out original reports upon official ordered requests
 30. Destruction of original reports that have been microfilmed
 31. Records Division maintenance of personnel history folders
 32. Responding to requests from the crime Victim's Reparation Commission
 33. Annotating, updating, and maintaining a training file folder for each permanent unit employee.
- D. Senior Records Technician (Lead Clerk)
1. Assist in the workflow of personnel assigned to a designated shift with or without the presence of a supervisor
 2. Be responsible for Unit's effectiveness and efficiency, including planning, assigning duties to subordinates, and scheduling workflow coverage
 3. May be obligated for administrative responsibilities such as delegating, making decisions, and keeping the Unit Supervisor abreast of any problems that may arise
 4. Be responsible for the training of new personnel in the proper procedures in performing their duties
 5. Under the supervision of a Unit Supervisor, will provide input on Unit direction, performance, and development
 6. Responsible for aiding in preparing monthly reports, due no later than the 10th work day of each month on unit productivity and creating a report utilizing the data



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7. Responsible for Unit accuracy and Quality Control
8. Responsible for monthly supply orders
9. Will perform duties as assigned by Unit Supervisor.

E. Report Retention Schedule

1. All police Offense/Incident and Accident reports processed through the Records Division will remain part of the official files until such time that the records are no longer needed.
2. When accessing the files for routine information, the normal span of inquiry will go back to May 1982 when Department's police reporting system became computerized.
3. When conducting background checks, criminal history checks, etc., the normal span of inquiry will be through the computerized Records Management Systems.
4. Except as otherwise required by federal, state, or municipal law, or by contract, or regulation, the retention periods for general records common to and maintained by all City Departments, agencies, and offices shall be as listed in the Retention and Disposition Schedules for General Administrative, Finance, and Personnel Records dated January 1992.