



ALBUQUERQUE POLICE DEPARTMENT
PROCEDURAL ORDERS

SOP 2-111 (Formerly 1-86, 8-5, 8-6, 8-7, 8-8, 8-9, 8-10, & 8-13)

Effective: 08/13/2021 Review: 08/13/2022 Replaces: N/A

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Related SOP(s), Form(s), Other Resource(s), and Rescinded Special Order(s):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D. Rescinded Special Order(s)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

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 of a nationwide interest.

B. National Incident-Based Reporting System (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.

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

A manual that gives guidelines for NCIC use.

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

A. Central Records personnel shall ensure all documents, including Uniform 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.

N/A B. Central Records personnel shall not disclose confidential information to anyone outside the Department (Refer to SOP Personnel Code of Conduct for sanction classifications and additional duties).

1. Central Records personnel shall refrain from discussing information about reports and supporting documents with anyone outside the Department.

C. Records Repository System

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

6 D. The Central 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;



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5. Interview prospective employees and selects applicants to fill vacancies in the Central Records Units;
6. Administer operations control and expenditures of staff and equipment;
7. Assist the public with inquiries and handles the public's complaints;
8. Seal or expunge records pursuant to a signed court order;
9. Maintain the Central Records Unit email accounts (apdcentralrecords@cabq.gov, apdosu@cabq.gov, and apdstationreports@cabq.gov) to ensure the timeliness of report supporting documents;
10. Provide daily supervision to assigned personnel and ensure that accurate and timely documentation of information is maintained;
11. Interpret approved policies and ensure peers and subordinates are informed on the policies;
12. Create, prepare, update and maintain user, and training manuals, as well as, reports and records within the unit and division;
13. Coordinate with and respond to the needs to the needs of other criminal justice agencies for appropriate information;
14. Respond to Inspection of Public Records Act (IPRA) requests and other data requests made by internal and external agencies;
15. Collaborate with other divisions, sections, and units on a daily, weekly or monthly basis to ensure support from the Records Division;
16. Mentor, guide, train, and support to all personnel and peers;
17. Maintain a training file for each employee;
18. Oversee daily operations within the Records Division;
19. Plan, direct, manage, and oversee the activities of the NIBRS Unit;
20. Fix and approve time cards;
21. Interview perspective personnel and select applicants to fill vacancies;
22. Conduct policy evaluation;
23. Employee training and development;



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24. Coordinating assigned activities with other divisions, departments, and outside agencies;
25. Providing highly responsible and complex administrative support to the Records Division Manager;
26. Performing administrative and technical tasks;
27. Support all Records Division personnel in the event the Records Division Manager and/or Unit Supervisor is unavailable;
28. Provide daily supervisor to assigned personnel and ensure that accurate and timely documentation of information is maintained;
29. Plan and schedule adequate shift coverage;
30. Approve leave requests, monitor sick leave usage and take appropriate action when leave is abused;
31. Evaluate and review the performance of assigned personnel and initiates commendations;
32. Interpret approved policies and ensure peers and subordinates are informed on the policies;
33. Adhere to and ensure peers and subordinates follow the Department of Public Safety and the Federal Bureau of Investigations policies and procedures;
34. Create, prepare, update and maintain user, training manuals, as well as reports and records within the unit and division;
35. Coordinate with and respond to the needs of other criminal justice agencies for appropriate information;
36. Mentor, guide, train, and support to all personnel and peers;
37. Maintain a training file for each employee;
38. Collect, analyze, and compile quarterly crime statistics for the state and the FBI;
39. Understand important concepts specific to NIBRS reporting, to include all elements of a crime;
40. Read and comprehend FBI user manuals and technical specification manuals;
41. Be responsible for compiling a weekly error validation report and making proper corrections as needed; and



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42. Provide analytical, time-sensitive requests on a daily, weekly, or monthly basis for the FBI and the City of Albuquerque.

E. Central Records personnel shall:

1. Perform duties with confidential documents;
2. Prepare, scan, index, and verify documents into an electronic document filing system;
3. If asked, provide training for new personnel;
4. Prepare work activity totals for the monthly report;
5. Be responsible for service desk operation;
6. Be responsible for classifying and sorting mail and ensuring that mail is forwarded;
7. Prepare work activity totals for their monthly report;
8. Receive and process requests for reports and information from law enforcement and criminal justice agencies, which includes performing background checks;
9. 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 Records Division Manager;
10. Send all false alarm reports to the City of Albuquerque Treasury Division in order to assist Treasury Division personnel in their daily process of false alarm calls;
11. Maintain and update the service request forms file;
12. If asked by a Records Division supervisor, provide training for new personnel;
13. Receive and process requests for non-confidential reports by insurance companies and community members. For requests received by mail with an accompanying payment, Central Records personnel shall mail the non-confidential report and receipt for payment back to the requestor;
14. Contact the general public by mail and insurance companies by mail, facsimile, or counter service;
15. Work with the City of Albuquerque Accounting Division to turn in monthly accounts receivable forms in person;



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16. Issue credit to responsible insurance companies that agree to pay for report copies on a monthly basis. Central Records personnel shall post all processed requests and money received in a monthly ledger;
17. Complete bookkeeping responsibilities, including:
 - a. Maintaining all accounts and issue credit memos about personnel insurance sales;
 - b. Preparing accounts receivable form for each insurance account at the beginning of each month. Central Records personnel shall then forward forms to the City Accounting Office for monthly billing; and
 - c. Stamping checks with the stamp provided by the City of Albuquerque Department of Finance and Administrative Services.
18. Write reports for:
 - a. Lost items;
 - b. Fraud;
 - c. Identity theft; and
 - d. Informational reports.
19. Ensure descriptions are not vague or generic because they do not constitute suspect information;
20. 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:
 - a. Uniform Incident Reports;
 - b. Accident reports; and
 - c. Public background checks upon receiving payment from the requestor.
21. Provide daily supervision to assigned personnel and ensure that accurate and timely documentation of information is maintained;
22. Plan and schedule adequate shift coverage;
23. Approve leave requests, monitor sick leave usage and take appropriate action when leave is abused;
24. Evaluate and review the performance of assigned personnel and initiates commendations;
25. Interview perspective employees and selects applicants to fill vacancies;
26. Interpret approved policies and ensure peers and subordinates are informed on the policies;



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27. Adhere to and ensure peers and subordinates follow the New Mexico Department of Public Safety and Federal Bureau of Investigations policies and procedures for NCIC;
28. Create, prepare, update and maintain user, and training manuals, as well as reports and records within the unit and division;
29. Coordinate with and respond to the needs to the needs of other criminal justice agencies for appropriate information;
30. Mentor, guide, train, and support to all personnel and peers;
31. Maintain a training file for each employee;
32. Oversee daily operations within the Records Division;
33. Prepare and maintain reports and records;
34. Provide daily supervision to assigned personnel and ensure that accurate and timely documentation of information is maintained;
35. Be responsible for accurately and efficiently verifying and processing data on all police reports into the records 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;
36. Receive, review, enter, and verify incoming reports into the Records Management database system from the Department, Bernalillo County Sheriff's Office sworn personnel, Albuquerque Aviation Police, and AFR Fire/Arson Investigation Division for arson reports only;
37. Have extensive, statistical knowledge of NIBRS standards, in order to verify the accuracy of source data;
38. Recognize deficiencies in the source document, and properly enter information for all Uniform Incident Reports, supplemental reports, accident reports, and other police-related documents;
39. 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;
40. Enter and/or verify all report data as they exist on the report;
41. Support Field Services Bureau (FSB) personnel by:



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- a. Instructing new cadets and supervisors on report writing;
- b. Assisting with report corrections and research on a daily basis;
- c. Assisting sworn personnel with sign-out requirements for sworn personnel who leave the Department; and
- d. Collaborating with multiple units.

42. Be on-duty twenty-four (24) hours a day, seven (7) days a week;

6 43. 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).

44. Validate that the NCIC entry is still in the system for accuracy and updates of ownership of vehicles and property;

45. Receive and confirm teletype requests for NCIC entries that were entered by the NCIC Reporting Unit;

46. House and monitor historic Bernalillo County Sheriff's Office NCIC records prior to June 12, 2018;

47. Follow the 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;

48. Review Uniform Incident Reports pertaining to information as part of a quality assurance check. The information that is reviewed includes, but is not limited to:

- a. All NCIC entries and recoveries;
- b. Towed, abandoned vehicles; and
- c. Found property with serial numbers.

49. Review reports, consistent with the rules of the NCIC/NMLETS, including, but not limited to:

- a. State of New Mexico Uniform Crash Reports;
- b. Station crash reports; and
- c. Statement forms.
 - i. Other documents shall be time stamped and sent to the Central Records Units for processing.

50. Review Uniform Incident Reports generated by AFR Fire/Arson Investigation Division personnel; and



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51. House and monitor historic Bernalillo County Sheriff's Office police reports prior to June 12, 2018.

F. The Data Analyst II shall:

1. Create, collect, analyze, interpret, and present crime statistics data utilizing mathematical principles in determining criminal patterns and/or trends; and
2. 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.

2-111-5 Forms Control

A. Records Division personnel 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.

B. A Records Division supervisor shall authorize requests for forms printed outside of the Records Division.

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