



ALBUQUERQUE POLICE DEPARTMENT  
GENERAL ORDERS

SOP 1-86

Effective: 05/10/19 Review: 05/10/20 Replaces: 01/14/16

## **1-86 Report Review Unit**

**Related SOP(s):** None

### **1-86-1 Purpose**

The purpose of the Report Review Unit is to manage the information for the FBI National Crime Information Center (NCIC) and New Mexico Law Enforcement Telecommunications System (NMLETS) and review police reports pertaining to NCIC, twenty-four (24) hours a day, seven (7) days a week.

### **1-86-2 Policy**

It is the policy of the Albuquerque Police Department to maintain a Report Review Unit, which is essential to the Department to ensure the accuracy of all entries by providing immediate support and responsiveness to APD personnel at all times. The unit will obtain and maintain a NCIC certification.

### **1-86-3 Definitions**

#### **A. FBI UCR**

1. Federal Bureau of Investigation Uniform Crime Reporting
  - a. Utilized when coding information in a police report.

#### **B. NCIC**

1. National Crime Information Center
  - a. Utilized by Department personnel to identify stolen property and missing or runaway persons.

#### **C. NMLETS**

1. New Mexico Law Enforcement Telecommunications System
  - a. Manual that gives guidelines for NCIC use.

### **1-86-4 Rules and Responsibilities**



ALBUQUERQUE POLICE DEPARTMENT  
GENERAL ORDERS

SOP 1-86

Effective: 05/10/19 Review: 05/10/20 Replaces: 01/14/16

7

A. The Report Review Unit is operational twenty-four (24) hours a day, seven (7) days a week.

B. NCIC

1. Personnel shall take calls from APD Field Officers and accurately enter or remove the following entries:
  - a. Stolen and embezzled motor vehicles (with VIN or Serial Number)
  - b. Stolen and Lost firearms (with serial number)
  - c. Stolen property (with serial number)
  - d. Missing or runaway persons
2. Personnel will validate that the NCIC entry is still in the system for accuracy and updates of ownership of vehicles and property.
3. Receive and confirm teletype requests for NCIC entries that were entered by APD Report Review.
4. The unit houses and monitors historic Bernalillo County NCIC records (prior to June 12, 2018).
5. Personnel will follow the FBI NMLETS Manual and will maintain required certifications.

C. Reviewing of Police Reports

1. Personnel will review reports pertaining to information that includes, but is not limited to:
  - a. All NCIC entries (including recoveries)
  - b. Towed abandoned vehicles
  - c. Found property with serial numbers
2. Personnel will process reports in accordance with the rules of the UCR, NCIC/NMLETS, and Department SOP
3. Personnel will take the following actions when processing the reports:
  - a. Accept the submitted report



ALBUQUERQUE POLICE DEPARTMENT  
GENERAL ORDERS

SOP 1-86

Effective: 05/10/19 Review: 05/10/20 Replaces: 01/14/16

- b. Reject the report for corrections
4. All APD Personnel will utilize Copperfire or Tracs to generate, submit, and approve police reports.
  - a. Crash reports, station crash reports, statement forms, and other documents will be time stamped and sent to Central Records for processing.
5. Report review will also review and process police reports generated by AFD Arson personnel.
6. The unit houses and monitors historic Bernalillo County police reports (prior to June 12, 2018).



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-5

Effective: 08/07/15 Review Due: 08/07/16 Replaces: 07/13/05

**8-5 DATA ENTRY UNIT**

**8-5-1 Duties and Responsibilities**

A. Data Entry Supervisor

1. The Data Entry Supervisor plans, directs, manages and oversees the activities of the Data Entry Unit including personnel management, policy evaluation and development, employee training and development; provides highly responsible and complex administrative support to the Police Records Manager.
2. The supervisor performs administrative and technical tasks as needed. The position requires good judgment, leadership, and is accountable for the quality and productivity of the Unit. The supervisor initiates and/or investigates any disciplinary action and/or Internal Affairs (IA) issues. The supervisor is directly responsible for the Unit efficiency and the overall harmony of its personnel.
3. Hours of operation will be determined by supervisor and /or Division Manager.

B. Senior Police Records Technicians (Lead Clerk)

1. The Senior Police Records Technician (Lead Clerk) is responsible for staff and productivity during the absence of the Supervisor. The Lead oversees and participates in the more complex work of staff responsible for performing a variety of specialized clerical and technical duties.
2. The Lead Clerk is directly responsible for the following:
  - a. Ensure all records pertaining to the Unit are kept up-to-date, and that the Unit, as a whole, runs as smoothly as possible.
  - b. Assist in training employees.
  - c. Monitor work hours, days off, and leave to ensure Unit coverage.
  - d. Review, evaluate and assign daily work to ensure completion in a timely manner.
  - e. Perform and other duties assigned by unit supervisor.

C. Police Records Technicians II

1. The Police Records Technicians II are responsible for accurately and efficiently entering, verifying, and processing data on all police reports (non-NCIC related) into the Records Management computer database system. All information entered must be in compliance with UCR/NIBRS standards. In addition, operators will perform additional duties as assigned by supervisory personnel.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-5

Effective: 08/07/15 Review Due: 08/07/16 Replaces: 07/13/05

2. The Police Records Technicians II are responsible for the following:
  - a. Data Entry receives, reviews, enters and verifies incoming reports into the Records Management Computer Database System from APD, Bernalillo County Sheriff's officers, and the Albuquerque Aviation Police.
  - b. Police Records Technicians II must have an extensive knowledge of UCR/NIBRS standard in order to verify correctness of source data, recognize deficiencies in the source document, and properly enter information for all offense reports, supplemental reports, accident reports, and other police-related documents.
  - c. Police Records Technicians II must also access all applicable databases for verification of source data in order to ensure proper entry of information on all various types of reports.
  - d. Police Records Technicians II will enter and/or verify all report data as it exists on report.
  - e. All operators will be held to a work standard.
  - f. Perform any other duties assigned.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-6

Effective: 03/23/16 Review Due: 03/23/17 Replaces: 01/18/16

## 8-6 CENTRAL RECORDS UNIT

### 8-6-1 Objective

The objective of the Unit is to index and retrieve police reports in order for law enforcement personnel to access them.

### 8-6-2 Rules and Responsibilities

#### A. Records Repository System

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

#### B. Administration

1. The Unit ensures all documents, including offense reports, traffic accident reports and supporting documents that are submitted to the Unit are indexed, retrieved, and distributed on a timely basis.
2. Police Records Supervisor
  - a. Provides daily supervision to assigned personnel and ensures that accurate and timely documentation of information is maintained in the unit.
  - b. Plans and schedules adequate shift coverage.
  - c. Approves leave requests, monitors sick leave usage, and takes appropriate action when sick leave is abused.
  - d. Evaluates and reviews the performance of assigned personnel and initiates commendations.
  - e. Interviews prospective employees and selects applicants to fill vacancies in the unit.
  - f. Interprets approved policies and keep subordinates informed on policy changes.
  - g. Prepares and maintains reports and records.
  - h. Assists in the preparation of the division budget.
  - i. Administers operations control and expenditures of staff and equipment.
  - j. Assists citizens with inquiries and handles citizen complaints.
  - k. Seals/expunges records per signed court order.
  - l. Coordinates with and responds to the needs of other criminal justice agencies for appropriate information.
  - m. Maintains a training file folder for each Unit employee.
  - n. Maintains the Central Records email [apdcentralrecords@cabq.gov](mailto:apdcentralrecords@cabq.gov) to ensure the timeliness of report supporting documents (DWI breath cards, tow-in reports, statements, etc.) are distributed to the District Attorney's office at [dametro42@da2nd.state.nm.us](mailto:dometro42@da2nd.state.nm.us).
  - o. Performs other duties as assigned.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-6

Effective: 03/23/16 Review Due: 03/23/17 Replaces: 01/18/16

3. Senior Police Records Technician (Lead)

- a. Assist in the workflow of personnel assigned to a designated shift with or without the presence of a supervisor.
- b. Be responsible for Unit's effectiveness and efficiency, including planning, assigning duties to subordinates, and scheduling workflow coverage.
- c. May be assigned administrative responsibilities such as delegating, making decisions, and keeping the Unit Supervisor abreast of any problems that may arise.
- d. Be responsible for the training of new personnel in the proper procedures in performing their duties.
- e. Under the supervision of a Unit Supervisor, will provide input on Unit direction, performance, and development.
- f. Responsible for aiding in preparing monthly reports, due no later than the 10<sup>th</sup> work day of each month on unit productivity and creating a report utilizing the data.
- g. Responsible for Unit accuracy and quality control
- h. Will perform duties as assigned by Unit Supervisor

4. Police Records Technician I

- a. Shall maintain logs of daily assignments.
- b. May be assigned training of personnel.
- c. Provide computer research and retrieval of report information and/or supporting documents to law enforcement personnel, district and metropolitan courts, and/or probation department.
- d. Will complete requests for information and/or provide copies of reports to requestors.
- e. Images and distributes offense reports, traffic accident reports, supplemental reports, and other forms of various units within the department and other outside agencies.
- f. Other duties as assigned.

C. Forms Control

1. It is the policy of the Department that the records division will print all police department forms.
2. Request for forms printed outside the Division must first be authorized by the supervisor.
3. The Division Manager or his/her designee must approve all formal request when ordering supplies from outside agencies/vendors.
4. When it is necessary to get forms from the State of New Mexico, a telephone order will be placed to order the forms.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-6

Effective: 03/23/16 Review Due: 03/23/17 Replaces: 01/18/16

D. Shift Bid

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





ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-7

Effective: 01/14/16 Review Due: 01/14/17 Replaces: 05/20/15

## 8-7 REPORT REVIEW UNIT

### 8-7-1 Policy

It is the policy of the Unit to enter, cancel, clear, modify, and validate information into the FBI National Crime Information Center, New Mexico Law Enforcement Telecommunications System (NCIC/NMLETS).

### 8-7-2 Rules and Responsibilities

- A. Report Review is operational 24-hours a day, seven days a week.
- B. Supervisor
  1. The Report Review Supervisor shall supervise and direct the activities of the Report Review staff by the provisions outlined in the Department SOP manual, FBI NCIC/NMLETS manual, FBI UCR guidelines, and Unit policies and procedures.
  2. The Supervisor of the Report Review Unit is directly responsible for the proper supervision for the Unit's efficiency and the overall harmony of its personnel.
  3. Duties
    - a. Annotate, update, and maintain a training file folder for each unit employee.
    - b. Screen and schedule prospective employees for interview;
    - c. Assignment of training and to evaluate all new employees immediately after they are hired, review evaluations at the end of the training period and initiate action to remedy any work problems;
    - d. Approve all requests for leave of absence;
    - e. List work priorities, which are to be followed on all work completed in the Unit;
    - f. Keep the Report Review manual updated so employees may refer to it when necessary;
    - g. Design and maintain productivity and management reports;
    - h. Maintain NCIC Terminal Agency Coordinator certification and recertify every two years.
- C. Senior Police Record Technician (Lead Operator)
  1. The Senior Police Record Technician is assigned the duty of training new employees on the equipment, duties, NCIC, and procedures of the Unit; however, senior operators will share in these training responsibilities. When new duties are initiated, a Senior Lead Record Technician may be requested to compose instruction sheets for the use of his/her co-workers.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-7

Effective: 01/14/16 Review Due: 01/14/17 Replaces: 05/20/15

2 Duties

- a. Ensures all records about the Report Review Unit is kept up-to-date, and that the Unit as a whole runs as smoothly as possible.
- b. Monitors personnel assigned to the Unit.
- c. Assists in the scheduling of work hours, days off, and leave to ensure Unit coverage.
- d. Checks all NCIC entries, cancellations, modifications, and validations.
- e. Keeps the Report Review Unit supervisor advised of any problems.
- f. Perform other duties as assigned.
- g. Maintain NCIC certification and recertify every two years.

D. Police Records Specialist

1. The Report Review Police Record Specialist is responsible for receiving and properly processing all incoming reports.
  - a. These reports are processed in accordance with the rules of the Uniform Crime Report, the NCIC/NMLETs Operational Manuals as well as Department and Unit procedures.
  - b. Reports are received, reviewed, and processed for the following agencies: Albuquerque Police Department, Bernalillo County Sheriff's Office, Albuquerque Aviation Police, and the Albuquerque Fire Department.
2. Maintain NCIC certification and recertify every two years.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-8

Effective: 01/14/16 Expires: 01/14/17 Replaces: 05/20/15

**8-8 OFFICER SERVICES UNIT (OSU)**

**8-8-1 Policy**

It is the policy of the OSU to provide police reports and supporting documents to members of the Department and other law enforcement agencies.

**8-8-2 Rules and Responsibilities**

A. Supervisor's Duties

1. Responsible for service desk operation.
2. Responsible for classifying and sorting mail and ensuring that mail is forwarded.
3. Prepare work activity totals for their monthly report.
4. Receive and process requests for reports and information from law enforcement and criminal justice agencies. This also includes performing background searches.
5. Responsible for accurate and timely processing and response of teletype requests received from other law enforcement agencies.
6. Maintains and updates the service request forms file.
7. Maintains and updates abandoned/towed vehicle files, sends notices on a daily basis to citizens advising vehicle status – towed or abandoned.
8. Responsible for notifications for towed vehicles relating to embezzled vehicles or auto thefts only.
9. May be asked to provide training for new personnel.
10. Plan and schedule shift staffing.
11. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abused.
12. Evaluate and review the performance of assigned personnel.
13. Interpret approved policies and keep subordinates informed on policy changes.
14. Prepare and maintain reports and records.
15. Assist in the preparation of the division budget.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-8

Effective: 01/14/16 Expires: 01/14/17 Replaces: 05/20/15

16. Administer operational control and expenditures of staff and equipment.
17. Performs other duties as assigned.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-9

Effective: 01/14/16 Expires: 01/14/17 Replaces: 05/20/15

**8-9 IMAGING UNIT**

**8-9-1 Policy**

The policy of the Unit is to image all documents (police reports and supporting documents) for the entire Department, Bernalillo County Sheriff's Department, Aviation Police, and Albuquerque Fire Department's Arson Unit.

**8-9-2 Rules and Responsibilities**

A. Supervisor

1. Plan and schedule adequate shift coverage.
2. Approve leave requests, monitor sick leave usage, and take appropriate action when sick leave is abuse.
3. Evaluate and review the performance of assigned personnel.
4. Interpret approved policies and keep subordinate informed on policy changes.
5. Prepare and maintain reports and records.
6. Assist in the preparation of the division budget.
7. Administer operation control and expenditures of staff and equipment.
8. Other duties as assigned.

B. Technician

1. The Unit performs duties with confidential documents. Therefore, technicians are to refrain from discussing information about reports and supporting documents with anyone outside the Department.
2. Prepare, scan, index, and verify documents into an electronic document filing system.
3. May be asked to provide training for new personnel.
4. Prepare work activity totals for the monthly report.
5. Other duties as assigned.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-10

Effective: 01/18/16 Expires: 01/18/17 Replaces: 05/13/15

## 8-10 UNIFORM CRIME REPORTING UNIT

### 8-10-1 Policy

It is the policy of the Unit to efficiently and effectively code and enter technical and statistical, error-free data, based on the standards of the Uniform Crime Reporting (UCR) and the National Incident-Based Reporting Systems (NIBRS) or the Federal Bureau of Investigations (FBI).

### 8-10-2 Duties and Responsibilities

#### A. UCR Supervisor/Statistician

1. The Unit supervisor must be able to collect, analyze, interpret, and present crime statistic data utilizing mathematical principles in determining criminal patterns and/or trends. The Unit supervisor must have an extensive technical and statistical knowledge of the UCR/NIBRS standards to verify the accuracy of statistical data of source documents including investigative clearance supplements to recognize any deficiencies.
2. The UCR supervisor plans, directs, manages, and oversees the activities of the UCR Unit. These include personnel management, policy evaluation, and development, information management systems, employee training and development; coordinating assigned activities with other divisions, departments and outside agencies, and providing highly responsible and complex administrative support to the Police Records Manager. The Unit supervisor can initiate and/or investigate any disciplinary action and/or Internal Affairs (IA) issues. The UCR supervisor performs administrative and technical tasks as needed and is directly responsible for the Unit efficiency and the overall harmony of its personnel.

#### B. Senior Police Records Technician (Lead Operator)

1. The Senior Police Records Technician (Lead Operator) is directly responsible for staff and productivity during the absence of the supervisor. The Lead Operator oversees and participates in complex work of staff who are responsible for performing a variety of specialized clerical and technical duties.
2. Lead Operator shall:
  - a. Have an extensive technical and statistical knowledge of UCR/NIBRS standards. This includes the verification of the accuracy of statistical data of source documents including investigative clearance supplements to recognize any deficiencies.
  - b. Ensure that all records pertaining to the UCR Unit are kept up-to-date and that the Unit as a whole runs smoothly.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-10

Effective: 01/18/16 Expires: 01/18/17 Replaces: 05/13/15

- c. Lead, plan, train, and review the work of staff responsible for the statistical report coding.
- d. Monitor work hours, days off, and leave to ensure Unit coverage.
- e. Review, evaluate, and assign daily work to ensure completion in a timely manner.
- f. Perform other duties as assigned.

C. Police Records Specialist

1. The UCR specialists are responsible for accurately and efficiently reviewing and coding police reports according to the UCR/NIBRS standards for the FBI. In addition, specialists will perform additional duties as assigned by supervisory personnel.
2. UCR Specialists shall:
  - a. Have extensive statistical knowledge of UCR/NIBRS standards in order to verify the correctness of source data, to include clearance supplements to recognize any deficiencies.
  - b. Be held to a work standard.
  - c. Have knowledge of all computer software applications.
  - d. Performs other duties as assigned.



ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-13

Effective: 01/14/16 Expires: 01/14/17 Replaces: 06/11/15

## 8-13 POLICE INFORMATION UNIT (PIU)

### 8-13-1 Policy

It is the policy of the PIU to provide assistance to citizens by writing police reports received via the telephone and in person, to retrieve police reports, and provide information in a courteous and efficient manner.

### 8-13-2 Definitions

#### A. Suspect Information

The caller or someone else knows the person, or where to find the person who committed the crime, or you have a license plate number of the vehicle the suspect(s) were in. A physical description alone is not considered suspect information that would require an officer response.

### 8-13-3 Rules and Responsibilities

#### A. Supervisor

1. The PIU supervisor shall supervise and direct the activities of assigned personnel.
2. Annotate, update, and maintain a training file folder for each unit employee.
3. The Unit Supervisor will be responsible for the following:
  - a. The establishment of unit procedures for the Police Information Unit.
  - b. The supervisor may authorize exemption of the fee for copies.

#### B. Technicians

1. The insurance personnel receive and processes insurance company and mailed citizen requests for report copies. Non-confidential reports are photocopied as requested and receipts are issued for cash received. The reports and receipt are then mailed to the requestor.
2. The Insurance personnel contacts the following:
  - a. General public by mail
  - b. Insurance companies by mail, facsimile, or counter service.
  - c. City accounting division in person to turn in monthly accounts receivable forms.





ALBUQUERQUE POLICE DEPARTMENT  
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-13

Effective: 01/14/16 Expires: 01/14/17 Replaces: 06/11/15

3. The insurance personnel issue credit to responsible insurance companies that agree to pay for report copies on a monthly basis. Personnel post all processed requests and money received in a monthly ledger.
4. Bookkeeping Responsibilities:
  - a. Maintain all accounts and issue credit memos about personnel insurance sales.
  - b. Prepare accounts receivable form for each insurance account at the beginning of each month. Forms are then forwarded to city accounting for monthly billing.
  - c. Checks will be stamped with the stamp provided by the city's department of finance and management.

C. General Operations

1. The Police Information Unit handles many documents that are of a confidential nature. All personnel are to refrain from discussing information about statements, documents, search warrants, etc., with anyone outside the Department.
2. The PIU is responsible for writing reports for:
  - a. Lost items
  - b. Fraud
  - c. Identity theft
  - d. Informational reports
  - e. Larceny/auto burglary/auto theft without suspect information.
3. Vague or generic descriptions do not constitute suspect information.
4. The PIU is responsible for the release of requested documents to citizens, attorneys, public defenders, private investigators, and the media. Documents for release are as follows:
  - a. Offense reports
  - b. Accident reports
  - c. Background checks.