PALM BEACH GARDENS POLICE DEPARTMENT
COMPUTERIZED RECORDS INFORMATION
POLICY AND PROCEDURE 4.3.7.5

Effective Date : 09/29/2011	Accreditation Standards: CALEA 11.4.4, 41.3.7,82.1.1, 82.1.4, 82.1.6, 82.3.1, 82.3.2, 82.3.5 CFA 34.08, 34.12	Review Date: 09/01/2014

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PURPOSE: To describe each computer program designed to maintain department records.

SCOPE: This policy and procedure applies to all members.

REVIEW RESPONSIBILITY: Administrative Support Bureau Major

POLICY: This department utilizes computerized information records systems to increase the efficiency and effectiveness of operations within the police department. The use of computerized records and/or automated filing systems is used to categorize activities of officers in the field and other relevant data analysis, (e.g., uniform crime report Part I mandatory offenses and optional offenses Part II category).

1. PHYSICAL SECURITY AND ACCESS TO INFORMATION:
   a. Offense reports, arrests, traffic accident reports, citations and other designated informational reports are stored in a computerized information file system and can be accessed using restricted codes by supervisory authority through a security clearance at designated computer terminals. Computer terminals allow for central records information to be accessible to operational personnel at all times.
   b. Information stored in computerized files will be available during all business hours, and shall be restricted to official law enforcement use only.
   c. Access to the computerized/automated record files is limited by use of specific security clearance.
   d. Record files not automated for previous years shall be stored in a safe and restricted area with limited access by authorized personnel.

e. The Administrative Support Bureau Major or his /her designees are the only employees authorized to add, delete or modify information in the various computerized/automated files once such information has been saved to the database.

f. Installation of non-city-supplied programs is prohibited. Numerous security threats can masquerade as innocuous software - malware, spyware, and Trojans can all be installed inadvertently through games or other programs. Alternatively, software can cause conflicts or have a negative impact on system performance.

   i. Any software or disks must be approved for use by the City's Information Technology department and shall be examined for computer viruses prior to being introduced into any computer system or workstation.

g. All computerized records and storage media shall be maintained in accordance with applicable state records retention schedules. Any storage media to be discarded shall be destroyed in a manner that ensures that any data contained therein is not retrievable.

2. MASTER NAME INDEX:

a. This Department maintains a master name index which can be accessed alphabetically or numerically. The master name index contains names of persons or businesses identified from crime, incident and arrest reports. Each business or name along with associated aliases is created as an individual record. Subsequent contacts are merged into the existing records. Retrieval of information is performed by query of a business, person or aka name.

b. A master name index is a file that includes the names of persons identified in field reports. The index may be manual or automated and should serve as a cross-reference to all documents in which a person has been named.

3. MASTER NAME INDEX CRITERIA:

a. Administrative Support Bureau Major will determine the criteria for inclusion of names in the master name index based on legal requirements and department needs.

b. Names placed into the master name index shall be as follows:

   i. Victims of crimes.
   ii. Suspects.
   iii. Persons arrested.
   iv. Persons issued criminal citations.
   v. Persons involved in motor vehicle accidents, to include drivers, passengers, registered owners of the vehicles and/or property, and victims.
   vi. Complainants.
   vii. Witnesses of incidents reported.

c. Names shall be placed in the file only when the following information is also included in the report:

   i. Name, address, and phone number of the individual.
   ii. Name, age, race, sex and date of birth of the individual.

4. LOCATION INDEX:

a. This Department shall maintain an index of incidents by location. Data from all crime and offense reports are input into the computer system. An index will be created to facilitate the measuring of case loads relative to geographic distribution, through manual or automated indexing.

b. Police Service Specialist maintains both manual and automated files which contains the location of incidents both by address and assigned offense tract. The location file and the offense tract file will be accessible to designated staff that may benefit from its use. The location file will also contain addresses of

all reported traffic accidents to allow for rapid access to information at specific locations. Computer terminals will be located at designated locations for access.

c. The offense tract file will be designed to determine the amount of criminal or traffic activity in any specific geographical location in the city. The grid file, like the location file, will be accessible to designated staff that may benefit from its use. Tract data will be entered as part of the master log.

5. INCIDENT INDEX:

a. This Department will maintain an index of incidents by type of incident. Such index will provide information on experience relative to categories of activity. This index system may be used by authorized staff for compiling routine and monthly reports, for manpower allocation studies and other desired reports. This index system also provides for the separation of cases according to the uniform crime report (UCR) Part I and Part II crime categories. Entry data is completed as a part of the master log.

b. The Records Manager upon request, or unless otherwise designated, will compile weekly and monthly reports by offense tract (or zone inapplicable) areas to determine the amount of activity, per incident type, in each tract (zone) area for distribution to Bureaus for their review and consideration.

6. PROPERTY FILES:

a. Stolen items with known serial numbers are entered into FCIC/NCIC. Recovered, found and evidentiary property is entered into the evidence/property section.

b. The Department will create such computerized files by type of property involved, serial number, and/or a brief description when such information is available.

c. The computerized/automated property files will be maintained by Records and can be accessed in the following ways:

i. Stolen property can be queried by case number, type of property, type of offense, serial number, and reporting date.

ii. Found property can be queried by case number, type of property, serial number, name of finding party, and disposition status.

iii. Recovered property can be queried by case number, type of property, serial number, and type of offense.

iv. Evidentiary property can be queried by case number, type of property, type of offense, serial number, submitting officer, and disposition status.

v. Pawned items can be queried via the PBSO PALMS system by serial number, item description, pawn date, shop name, and subject name.

7. TRAFFIC RECORDS SYSTEM:

a. The Department's Traffic Unit has access to local traffic accident data/analysis via the Palm Beach County Traffic Safety Office.

b. The Traffic Unit Sergeant should review this report annually. The report includes, but is not limited to:

i. Traffic accident data (i.e. reports/investigations/locations);

ii. Traffic enforcement data (i.e. citations/arrests/dispositions/locations);

iii. Roadway hazard reports; and

iv. Traffic accident and enforcement analysis.

8. MAINTENANCE OF TRAFFIC RECORDS:

a. Electronic Citations, prior to issuance, are stored on the Departments secure server and assigned to officers as needed; in blocks of twenty five (25)via Records Management System(RMS) software.

b. Accounting for issuance of electronic citations is maintained within RMS. The Records Manager or designee will audit the issuance of electronic citations periodically to ensure the system is properly functioning.

9. MAINTENANCE OF OPERATIONAL UNITS RECORDS:
   a. The traffic unit maintains traffic information files (number of accidents, locations, etc.). The traffic unit investigates traffic fatality and hit and run accidents. These files are kept for investigation until they are completed/inactivated, then they are turned over to Records. All other paperwork is forwarded daily to Records.
   b. Detectives maintain a number of files, such as photo line-up files (by race, sex, features, etc.), known offender files (by crime classification), street name/nickname files, field interview files, stolen property files (local & regional), pawn shop slips/bulletins, intelligence bulletins (local, state and national), juvenile arrest files and vehicle files (vehicle mug shots and local conspicuous vehicles). No original reports are kept in investigations, only copies for detectives to work from.
   c. Officers in Patrol Operations may keep copies for individual case files and intelligence files.

10. UNIFORM CRIME REPORTING (UCR) PROCESS:
   a. This department compiles and submits UCR data semi-annually and annually the Florida Department of Law Enforcement. This is done in accordance with the Florida Department of Law Enforcement requirements. The UCR Specialist compiles statistics and completes the report as required.
   b. Each original offense report, arrests and traffic accident reports are submitted by officers to their shift supervisor, who shall review each report and forward original copies to information services systems. Reports are cross-checked with a computer generated offense log to verify case number and address of offense. Reports are then coded according to UCR guidelines and forwarded to Police Service Specialist for entry into the system.
   c. All supplement reports reviewed by the investigations division are forwarded at a later time to records for coding, verification and completion, with the entry of the case status/disposition made and filed with the original case report.

11. CITATION PROGRAM:
   a. The citation program contains citations issued for traffic violations and citation release arrests. This information may be retrieved by violator name or citation number.

12. ALARM PROGRAM:
   a. When implemented, the alarm program is designed to record responses to false burglary/robbery alarms. The program contains responsible persons to contact for business emergencies.

13. FIELD INTERVIEW REPORT (F.I.R.) PROGRAM:
   a. This program contains information on persons interviewed by officers in the field. Forms, in the Field Contact Module are completed by officers in the field. This information is then available to all users.

14. AUDIT OF COMPUTER SECURITY
   a. At least annually, the Administrative Support Bureau Major or their designee shall conduct an audit of the central records computer system for verification of all passwords, access codes, and access violations.

15. COMPUTER FILES BACK-UP
   a. Records computer files shall be backed up according to a regular schedule established by the City's Information Technology Department (IT). The backup files are maintained in a safe, secure location.
   b. IT will conduct backups of critical data on an Hourly, Weekly and Daily basis. Each week, a full backup will be removed from the Police Department Data Center and stored off site for restoration in the event of a disaster.
      i. Backup Schedule

      1. SQL Databases
        a. Backup Frequency
          i. Transaction Log copy - every hour (M-F)
          ii. SQL database backup - every evening, 7 days per week
          iii. SAN Replay - every 2 hours
          iv. Daily Backup - each evening M-F
  ii. Weekly Backup - starts each Friday evening, completes each Monday morning.
    1. Backup Retention
    2. Transaction Log copy - 7 days before being overwritten
    3. SQL database copy - 7 days before being overwritten
    4. SAN Replay - 2 days before being overwritten
    5. Daily Backup - 1 weeks before being overwritten
    6. Weekly Backup - 2 weeks before being overwritten
 iii. Non-SQL Database Data
    1. Backup Frequency
      a. SAN Replay
        i. Every hours
      b. Daily Backup - each evening M-F
      c. Weekly Backup - starts each Friday evening, completes each Monday morning.
    2. Backup Retention
      a. SAN Replay - 2 days before being overwritten
      b. Daily Backup - 1 weeks before being overwritten
      c. Weekly Backup - 2 weeks before being overwritten
 iv. Mail Database
    1. Backup methods
      a. Transaction Log copy
      b. SAN Replay
      c. Daily Backup
      d. Weekly Backup
    2. Backup Frequency
      a. Transaction Log copy - continuous
      b. SAN Replay - every hours
      c. Daily Backup - each evening M-F
      d. Weekly Backup - Starts each Friday evening and completes each Monday morning

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INDEX AS:
- COMPUTERIZED RECORDS INFORMATION
- RECORDS MANAGEMENT SYSTEM

RESPONSIBILITY INDEX
- CHIEF OF POLICE
- ADMINISTRATIVE SUPPORT BUREAU MAJOR
- TRAFFIC UNIT SERGEANT
- RECORDS MANAGER
- INFORMATION TECHNOLOGY

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APPROVED:

_____ 09/29/11
      Stephen J. Stepp   **Date**
      Chief of Police