
Services Division

803.1 PURPOSE AND SCOPE

The Police Services Supervisor shall maintain the Department Services Division Procedures Manual on a current basis to reflect the procedures being followed within the Services Division. Policies and procedures that apply to all employees of this department are contained in this chapter.

803.1.1 NUMERICAL FILING SYSTEM

Case reports are filed numerically within the Services Division by Services Division personnel.

Reports are numbered commencing with the letter U and then the last two digits of the current year followed by a sequential number beginning with 00001 starting at midnight on the first day of January of each year. The only exception to this is juvenile reports, which will be preceded with a J instead of a U.

803.2 FILE ACCESS AND SECURITY

All reports including, but not limited to, initial, supplemental, follow-up, evidence, and all reports critical to a case shall be maintained in a secure area within the Services Division accessible only to authorized personnel. Access to report files after hours or when records personnel are otherwise not available may be obtained through the Shift Supervisor.

Urbana Police Department employees shall not access, view or distribute, or allow anyone else to access, view or distribute any record, file or report, whether hard copy or electronic file format, except in accordance with department policy and with a legitimate law enforcement or business purpose or as otherwise permissible by law.

803.2.1 REQUESTING ORIGINAL REPORTS

Generally, original reports shall not be removed from the Services Division. Should an original report be needed for any reason the requesting employee shall sign and date a sign-out card, insert it into the filing system in place of the removed report, and notify the Police Services Supervisor or Division Commander (via a PSR, if necessary). This also applies to archived files. first obtain authorization from the Police Services Supervisor. In such cases original reports shall only be removed after the Police Services Supervisor has ensured that an accurate and complete copy of the report has been made to take its place in the Services Division.

No original report shall be removed from the building without permission from the Chief, Deputy Chief or the Services Division Commander. The Department emphasizes the integrity of the records system and the necessity to maintain original documents in the filing system. If there is a need for records to leave the building (court, hearings, etc), then copies shall be made and used.

Requests for copies of reported property crime for individuals and insurance companies shall be processed by the PSRs. Subpoenas are the responsibility of the Police Services Supervisor, who shall coordinate with the Division Commander, as needed.

Urbana Police Department

Policy Manual

Services Division

Formal FOIA requests are made at the City Clerk's office. Once the requests have been forwarded to Support Services, they are processed according to applicable FOIA law.

A record of the copies of reports which have been authorized for distribution shall be kept in a secondary dissemination log in Services.

803.2.2 COURT FILES

Pursuant to Illinois law, reports classified as juvenile reports are kept separate both physically and in computer systems. Computerized files shall have specific access acknowledgments. Access to juvenile records is limited to sworn employees and those civilian Department employees who are responsible for handling such records.

803.3 REQUISITION OF SUPPLIES

The computer software known as Area-wide Records Management System (A.R.M.S.) is the primary data entry point for the Uniform Crime Reporting system and police crime and name files. Only employees authorized by the Services Division Commander shall have access to passwords which will allow the operator to add, delete or modify data. All other authorized employees, shall be given passwords which will allow "look-up" only.

803.4 EXPUNGEMENTS

When the Court Order is received, the Support Services Supervisor shall process the expungement, coordinating as necessary with City Legal for timely objections. The Support Services Supervisor will cause all records and files to be searched and the material described in the court order to be removed. This includes copies, personal computer records, A.R.M.S. entries, evidence, paper files, etc. The Support Services Supervisor will review the completed checklist, the court order, the expunged material, and other related paperwork to ensure that all records have been removed. He/she shall contact the petitioner in writing by certified mail, return receipt requested, personal delivery and return the expunged material. Failing that, all the expunged material shall be shredded. The Support Services Supervisor shall keep a file with the Court Order and the receipts for the mailing and documentation that the expungement process took place in a secured area.

803.5 CITY LICENSES

The Support Services Division processes and/or assists in the processing of City liquor, itinerant merchant, and taxi licenses.

803.6 LEADS/NCIC

The LEADS/NCIC entries, messages, and validations are maintained by the Support Services Division. The Support Services Division Commander shall be the LEADS Agency Coordinator.

Urbana Police Department

Policy Manual

Services Division

803.7 TRAFFIC MONTHLY REPORT/CODING

Support Services is responsible for compiling traffic accidents on a monthly basis and submitting them for inclusion in the City Monthly Activity Report. In addition, Support Services is responsible for coding of all traffic accident reports prior to submission to the Illinois Department of Transportation.

803.8 UNIFORM CRIME REPORTS

The Uniform Crime Report submission to the State shall be the responsibility of the Support Services Division Commander. He/she shall coordinate with the Information Services Division of the Finance Department to ensure that this submission is made.

803.9 ARREST LOG

A daily arrest log shall be printed and kept at the front desk. This log shall include all arrests, traffic tickets and juvenile detentions. The juveniles' names shall not print on this log.

803.10 RECAP AND PRESS REPORT

Each shift's PSR shall print a copy of the A.R.M.S. press report for posting at the front counter for the media. The Third Watch PSRs shall produce a daily recap of calls for service and daily notes which shall be available at the front desk.

803.11 BACKGROUND CHECKS FOR OTHER AGENCIES

Records checks for other governmental agencies are processed by PSRs. Authority must be granted by the Services Division Commander for each agency. Examples include, the Department of Defense, the Housing Authority, other police agencies, etc. No background check for employment or housing shall proceed without a signed waiver.