

RICHMOND POLICE DEPARTMENT



11-4
**CENTRAL RECORDS
OPERATING MANUAL**

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Chief of Police or Designee

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I. ORGANIZATIONAL STRUCTURE:

The Central Records Unit, located at Police Headquarters, is responsible for the storage, maintenance, and security of law enforcement records in the City of Richmond, including entry and error monitoring of data from officers' reports, handling court-ordered record expungements, arranging for off-site storage approved by the Library of Virginia for seldom-used paper records with lengthy retention requirements, and timely submission of records subpoenaed by the courts. Its major functions are delegated as follows:

A. Data Operations Section:

1. **Data Entry Team** inputs data from incident reports (created when officers' mobile data terminals malfunction), arrest reports, traffic accident reports, traffic summonses, non-custodial arrest summonses, truancy reports, pawn shop reports, and gold & silver reports into the PISTOL Records Management System. Its mission is to key the data with the maximum accuracy and efficiency, making it available for viewing in the system as quickly as possible.
2. **Data Quality Team** performs analysis of the data in the PISTOL system to ensure compliance with FBI and State Police reporting requirements. Its supervisor is recognized as the leading expert in the State of Virginia on the subject of Incident-Based Reporting rules, and offers training in that subject to officers and supervisors throughout the agency.

B. Records Section:

This area houses the central filing system for the department in compliance with requirements set forth in City Ordinances and the Code of Virginia. The primary repository for paper records generated by the department, it houses records of criminal history, provides filing and retrieval of original reports keyed by Data

Operations, and fills record requests for the public. *Records Section does not store records on juveniles. Juvenile paper records are housed at Court.*

Records Section staff members provide internal and external customer service, handling telephone inquiries and serving the public at the service windows in the lobby of Police Headquarters. This customer contact includes fingerprinting offenders and job applicants, assisting with applications for various permits which require police pre-investigation, receiving and filling record requests, tracking the processing and compliance with Subpoenae Duces Tecum, and the quotation and collection of applicable [non-refundable](#) fees for these items.

Records Section uses RPD's link to the Virginia Supreme Court to obtain court disposition information required for completing non-reportable arrest record histories. The Virginia Crime Information Network (VCIN), the National Law Enforcement Telecommunications System (NLETS) and the FBI's National Crime Information Center (NCIC) system are also used by staff to research DMV information and to produce criminal history checks. *Staff members must maintain B-level VCIN certifications for which they must be recertified every two years.*

C. Research and Administrative Support:

This group facilitates the work of Data Operations by resolving problems with report data through research into the department's legacy mainframe systems. The Research staff compile reports in those systems as needed by the department, or by Department of Public Works for grant documentation. Administrative Support staff handles coordination of record expungement processing, prepares outdated paper records for off-site storage, compiles statistical reports, and handles administrative support functions - inventory and ordering of supplies, equipment maintenance and repair, attendance and leave reporting, the processing and submission to payroll of overtime documentation, etc.

II. FACILITY ACCESS POLICY:

The records housed in the Central Records Unit are strictly confidential. To protect and maintain the integrity of the records, access to the area is restricted, with admittance controlled by security pass cards.

Unlimited access to the central file area is programmed into the pass cards for the Executive Director of Administrative Services, the Information Services Manager and staff, the Program Manager and staff of the Central Records Unit, the Officer-in-Charge and staff of the Warrant and Information Services Unit, and the following individuals:

- Chief of Police
- Assistant Chief of Police

- All Majors
- Night Supervisors


Other department employees whose job functions require it may be granted access to the area at the discretion of the Information Services Manager, who approves the programming of that access into their security pass cards.

All external customers will be assisted at the customer service windows in the Warrant and Information Services Unit. Internal customers may be allowed in the area to conduct business; however, all files requested will be retrieved and refiled by Central Records Unit staff. Visitors to the Central Records Unit must sign in at the Information Desk in the lobby and receive a visitor's pass prior to being granted access. The visitor will be escorted to the work area of the staff member they are visiting, and will be escorted back to the Information Desk to sign out and return the pass when the visit is over.

III. SECURITY:

The following security measures ensure the protection and preservation of the paper records for which Central Records Unit is responsible:

- Original copies of current adult criminal records will remain in the possession of the Records Section unless originals are specifically subpoenaed by the Courts. The Records Section is housed in an area secured electronically, with access limited to those whose swipe cards are programmed to allow them to enter the area.
- Keys to the rotary files are maintained in the safe located in the office of the Supervisor of Records Section at all times. The Supervisor or his designee unlocks the filing units at 0800 hours each work day.
- When documents are retrieved, out-guides are inserted in their places in the filing system, and entries are made in a log book to ensure location accountability.
- Any damages or malfunctions with the file equipment are reported immediately to the Supervisor of Records Section, who arranges for necessary repairs.
- The rotary filing units are locked at 1700 hours daily, and remain locked until 0800 hours the following work day unless opened by the Officer-in-Charge of the Central Records Unit, the Supervisor of Records Section or his designee.
- Outdated records which are rarely used but have mandated retention requirements outlined in General Schedule 17 of the Library of Virginia are transferred to the custody of the City Records Manager, to be filed in the Records Center located in the Richmond Public Library's main building at 101 East Franklin Street. With a facility and procedures approved by the Library of Virginia, the City Records Manager complies with all mandated secure storage procedures, retention requirements, and destruction processing, and handles record retrieval using a secure procedure. All services to RPD are free of charge.

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A number of research and support functions which facilitate the work of Central Records Unit and the department as a whole are handled centrally. The Research and Administrative Support area not only handles such things as secretarial functions for the Officer-in-Charge, periodic ordering of supplies and equipment repairs, submission of attendance and payroll data, etc., but also coordinates the work of the Data Operations Section and the Records Section, as well as interactions between the Unit as a whole and the department at large. The major coordination functions handled by Administrative Support staff are as follows:

I. COORDINATION OF RECORD EXPUNGEMENTS:

Requests for court-ordered expungements are received through the mail from Virginia State Police, addressed to the Manager of the Central Records Unit. The package includes the Order of Expungement, Petition for Expungement, and any supporting documentation. Normally the request pertains to a specific charge or charges, rather than an entire record. Since data on charges can be found in many systems and paper files, it is necessary to have a single person coordinate and track the process and ensure efficient compliance.

A. Procedure:

The expungement coordinator will:

1. Apply the receipt date to the documents using a date stamp.
2. Log the request on a control log used to monitor the processing.

3. Read the documents to ensure that all data required to identify and locate the record of the specific offender and charge(s), and make the necessary contacts to secure any missing data.
4. Make sufficient copies of the materials for each area to be involved in the process, disseminate them, and log the date materials were sent to each of these destinations:
 - a. Forensics, for in-house files
 - b. Records Section, for paper and/or microfiche records
 - c. Data Operations, for data in the PISTOL system
 - d. City Hall DIT, for data in the PRISM and IBIS systems
 - e. Others (if any) named in the materials as persons who may be in possession of copies of pertinent documents due to past involvement in the case.
5. Contact the arresting officer and detective via e-mail (courtesy copies to their supervisors), to advise them of the expungement order and direct that they shred any notes they may have pertaining to the charges.
6. Follow up with each area, acting as liaison between them in sharing information which will assist each of them in ensuring efficient compliance.

B. Those processing the expungement will:

- 1. Check their files/systems/notes for materials/data pertaining to the charge(s) to be expunged.**
 - a. The officer/detective will comply via response to the coordinator's e-mail.
 - (1) If no notes were kept the response will read "No notes found".
 - (2) Any notes pertaining to the charge(s) will be shredded, and the response will confirm "All notes shredded (date)".
 - b. For all others:
2. If hard copy paper or microfiche records are found pertaining to the specific charges *only*, they are packaged and sent to the expungement coordinator.

3. If hard copy paper records are found which contain the specific charges listed among other charges on the offender's record (see *Note*: below on IBRs):
 - a. A copy is made of the original materials before expungement processing.
 - b. Data referring to the specific charge(s) is removed from the materials.
 - c. A new copy reflecting the removal of the data is made.
 - d. The "before-and-after" copies are packaged and sent to the expungement coordinator.

Note: Any original incident report pertaining to the charge(s) being expunged will be handled as outlined above – a copy of the original before changes, use of black marker to cover the information pertinent to the offender, and a second copy after the information has been blacked out are sent to the coordinator to be sealed. The original report will stay in file in its altered form.

4. If computerized records are found in PISTOL, PRISM, IBIS, or any other databases:
 - a. A printout is made of the appropriate screens prior to the expungement processing.
 - b. The data pertaining to the charge(s) is deleted from the database. A second printout is made of the screens from which the deletions were made.
 - c. The "before-and-after" printouts are packaged and sent to the expungement coordinator.

Note: Images/photographs from PISTOL system will be copied to disk prior to deletion, and the disk submitted to the expungement coordinator.

- d. If the area finds no record/data pertaining to the charge(s), a written notation is made on the disseminated copy of the expungement request materials, stating "No record found", dated and signed by the person who handled the work, and the copy is returned to the expungement coordinator.
5. To complete, expungement coordinator will:

- a. Log the date the finished work was submitted by each area, and information indicating whether or not records/data were found in each area.
- b. Assemble the materials and responses from all areas into a single package.
- c. Prepare a compliance response letter, present it to the Manager of the Central Records Unit for signature, make a copy of it to be included in the completed package, and mail the original to the Virginia State Police, logging the date mailed.
- d. Enclose the materials and copy of the signed compliance letter in an envelope printed for expungements, assign the envelope an identifying sequence number recorded on the log and printed on the envelope, seal the envelope using a security label seal, and file it in a separate, secure filing cabinet away from other records kept by the department.
- e. Maintain a log of the work as a reference for use in the event of future court orders to unseal a record previously expunged.

II. **RESEARCH FUNCTIONS:**

The Central Records Unit researcher creates reports for internal customers such as Public Affairs Unit and Detective Division, and handles research to assist the Data Operations Section staff in resolving problems with the data on reports.

- A. These electronic databases are accessed in the course of the research:
 1. The PISTOL Records Management System is the mainframe system into which data from all types of manually executed reports related to police business is stored. This data is available for inquiry and for compilation in research reports for use in detective work, statistical reporting, crime analysis, etc.
 - a. PISTOL is an acronym for Police **I**nformation **S**ystem **T**otally **O**n-**L**ine).
 2. Data General is a mainframe system maintained by City DIT, which is used to:

- a. access census tract information for difficult-to-find addresses.
 - b. to research offense reports stored in it which occurred from 1974 – 1994. This data is of particular interest when researching cold case homicides for the Detective Division.
3. IBIS (the **I**ncident-**B**ased **I**nformation **S**ystem) is an Oracle database containing information downloaded from the Computer-Assisted Dispatch system dating from 12/26/1999 to the present. Its display program is called IBRS (**I**ncident-**B**ased **R**eporting **S**ystem).
- IBRS is primarily used as a first step in resolving problems encountered by Data Operations Section in keying incident reports. The researcher uses it to identify the ID code of the officer, which he can then use to research the correct incident number.
4. Daily Activity is an Oracle database which contains data on the incidents to which each officer responded. It is queried to find the time, date, and incident number of each incident for a given officer, and is often used to resolve problems with incompletely or incorrectly executed reports received by Data Operations Section.
5. Calls-for-Service (CFS) is system in which information dating from 1999 to the present is stored, including details of calls received at the Emergency Communications Center.
- a. It can be inquired only by location information - address, census tract, beat, precinct, and traffic zone, and is therefore of limited use in creating some of the reports about criminal activity requested by Public Affairs Unit or Detective Division.
 - b. CFS is often used to resolve situations in which more than one report is received by Data Operations Section with the same report number.
6. The Police Report Tool is a database in which offense report information was stored from 1994 until December 25, 1999, after which that data was stored in IBIS. Research is done in this system primarily to assist Detective Division with older unsolved cases.


III. STATISTICAL REPORTING FOR DATA OPERATIONS:

1. The secretary of the O-I-C receives via e-mail statistical report spreadsheets in MS Excel completed by Data Entry staff at the close of business each Friday, and on the last normal work day of each month.
 - a. These are compiled into a single workbook, and totals drawn through the use of Excel 3-D functions. The results are used to fill out the Data Operations portion of the monthly CompStat report, and to submit for inclusion in the department's quarterly and annual reports to the public.
2. The secretary also compiles a staffing report each day for the entire unit, and saves it to a shared drive which can be viewed by upper management.

IV. RECORD RETENTION FUNCTIONS:

In February, 1986, the Library of Virginia granted approval for use of the City's Records Center, located in the Main Library for off-site storage of seldom used records with unexpired retention requirements, and the services of the City Records Manager in reporting and arranging for destruction of records eligible for destruction as outlined in its current Records Retention and Disposition Schedules.

- A. Records of non-reportable offenses are reviewed by the Administrative Project Analyst, who removes from file those which meet destruction eligibility as defined in General Schedule 17 of the Library of Virginia.
- B. The secretary of the O-I-C of Central Records Unit packages the eligible records, prepares transfer forms required by that facility and encloses them in the cartons with the records, and arranges for transportation of the carts to the Records Center.
 1. Once transferred to the facility, records stored there for future destruction dates can be retrieved using the secure procedures of the City Records Manager and subsequently returned to storage as needed.
 - a. At the expiration of the retention period, the City Records Manager requests written approval for the destruction of the records. The secretary secures the required signatures, ensures that the approval is returned in an expeditious manner.
 - b. The City Records Manager returns copy of State form RM-3 to verify completed destruction of the records.

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I. INTRODUCTION:

The basic mission of the Records Section is threefold:

- A. In accordance with General Order 115-01, it controls the storage, filing, and retrieval of the department's paper records on adults and the production of requested reports based on those records. (Juvenile records are not housed in Records Section – see G.O 115-01).
- B. It obtains, records, and disseminates information in accordance with applicable laws, using the Virginia Crime Information Network (VCIN), the National Law Enforcement Telecommunications System (NLETS) and the FBI's National Crime Information Center (NCIC) system to respond to information requests from other law enforcement agencies, and RPD's link to the Virginia Supreme Court to obtain court disposition data required for completion of non-reportable arrest records.
- C. It provides direct customer service, handling telephone calls and public contact at the Service Window in the lobby at Headquarters, fingerprinting sex offenders, expungement petitioners, and job applicants, assisting with applications for various permits which require background investigations, and handling the quotation and collection of applicable fees for these items.

II. PROCESSING AND STORAGE OF PAPER RECORDS:

- A. Incident Reports (IBRs):

1. Records Section occasionally receives through the Warrant & Information Services Unit original IBRs written by officers whose mobile data terminals are malfunctioning.
2. The Office Support Specialist files the reports received for each new date in order by incident number in folders which are stored in high density shelving built on rolling tracks (to allow for compact space-saving storage) in a secure file room located in an area which is accessible only by approved persons whose access cards are programmed to allow that access.
3. The Office Support Specialist receives copies of the IBRs from Data Operations Section from which the data has been keyed, proofread, and approved. Each copy is checked to verify that its original is in file. If it is, the copy is shredded; if not, the copy is filed in place of the original. When the original is returned to file, the copy is then removed and shredded.

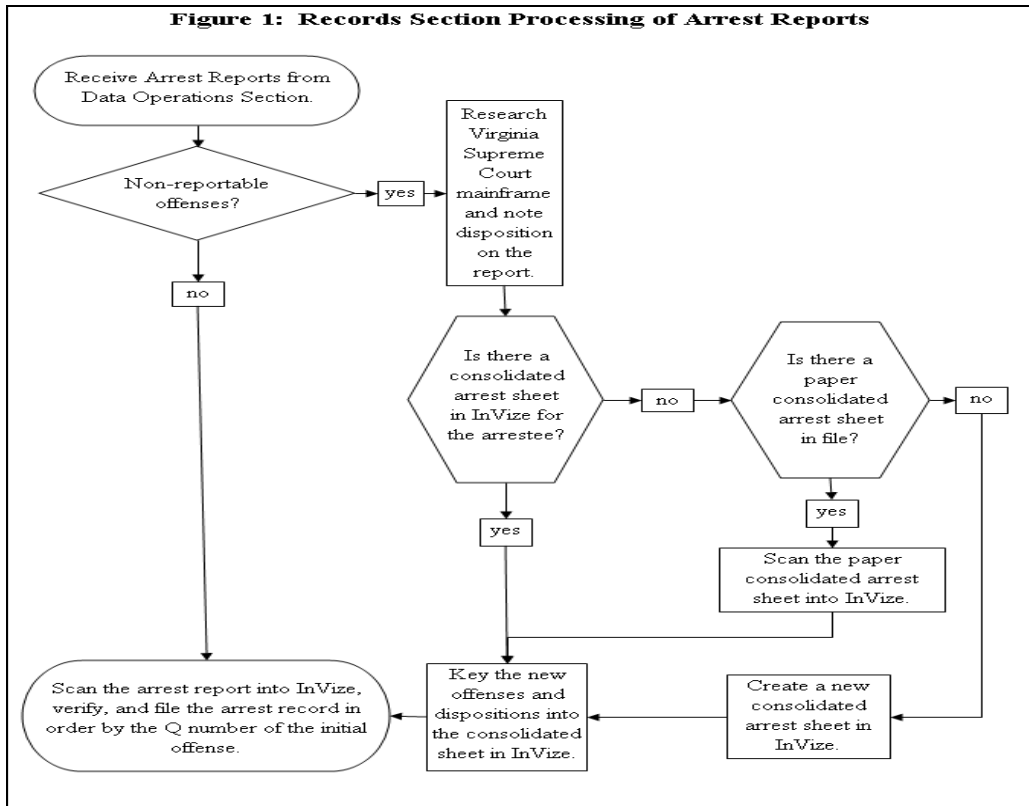
B. Arrest Reports (see flowchart, Figure 1):

1. Arrest reports are received from Data Operations Section once they have been keyed, proofread, and approved.
 - a. Each report consists of an arrest worksheet attached to card bearing the fingerprints of the arrestee. The charges for which the arrest was made are listed on the card, in the order the officer listed them on the worksheet.
 - (1) Each charge has been assigned a control number at lockup starting with the letter Q followed by a six-digit sequence number. The first charge is typed on the same side of the card as the fingerprints, with its Q number in the upper right of the reverse side of the card. This is the number by which the work will eventually be filed.

Additional charges and Q numbers are typed in the spaces provided on the back of the card.
2. The Office Support Specialist sorts the reports removing from each batch those which contain any of the offenses listed in the table on page 3 which are classified as non-reportable by the State Police.

ABC violation	Gambling
Adultery	Gambling for dice, money, or cards
Alcoholism	Gambling for sporting events
Allowing a vicious dog to run at large	Gaming
Altering license plates/vintage tags	Hit-and-run (property damage)
Attachment	Hitchhiking
AWOL	Hold for medical reasons
Begging for money	Ill fame
Brandishing a firearm	Illegal purchase of an alcoholic beverage
Breach of peace	Interdiction
Capias	Leaving the scene of an accident
Clearing house	Littering
Co-habitation	Loitering
Contempt of court (18.2-456)	Lottery numbers
Contributing to marital discord/ interfering with marital relations	Maintaining a common nuisance
Discharging a firearm within the city limits	Material witness
Discharging fireworks	Misdemeanor traffic violation, any
Disorderly conduct	No city tags
Dressed in clothing not becoming one's sex	No masseuse license
Driving Drunk	Noise violation
Driving with suspended or revoked license	Non-support
Drunk in public	Peddler
Eluding police	Possessing deer out of season
Failure to appear (all courts except traffic court), specify	Possessing stolen license plates
Failure to appear (traffic court – 46.2-938)	Possession of fireworks
Failure to comply with CDI/ROCC	Possession of untaxed cigarettes
Failure to comply with support order	Probation violation
Failure to file taxes	Public nudity
Failure to pay fine	Purchasing alcoholic beverage for a minor
Failure to pay state taxes	Reckless driving
Failure to pay toll	Refusal of blood/breath test
Failure to pay sales tax	SCC Authority
Failure to pay uninsured motorist fee	Show cause
False unemployment benefits (VECC/UCC)	Spotlighting deer
Fighting in public	Summons
Fishing without a license	Sunday Blue Law violation
Fornication	Suspended Operator's License
Frequenting house of ill fame	Trespassing
	Unlawful massage
	Unlawful sale of alcoholic beverages
	Urinating in public
	Vagrancy
	Vandalism
	Working children over eight (8) hours

3. Those arrest reports containing *reportable charges only* are scanned into InVize and filed in a secure rotary file, in order by the Q number of the first charge listed on the fingerprint card (the one typed in the upper right of the reverse side of the card from the fingerprints).
4. Arrest reports containing non-reportable charges are scanned into the InVize system *as editable documents*, and researched using RPD's connection to the Virginia Supreme Court system, to find the court disposition for each charge.
 - (a) The disposition information for each non-reportable charge is keyed next to it on the scanned report.
5. Research is done on the completed work going by the identifying data of the arrestee, to see if a consolidated arrest sheet has ever been made for him/her.
 - (a) If there is no consolidated, a new one is created in InVize; if an old one exists on paper, it is pulled from file and scanned into InVize as an editable document. Once in InVize, the charges and dispositions from the new arrest report are keyed onto it.
6. Completed arrest reports are filed in the rotary file by the Q number typed in the upper right of the reverse side of the card from the fingerprints.
7. Consolidated arrest sheets are filed in the rotary file in alphabetical order by the names of the arrestees.



C. Accident Reports (FR300s – see flowchart, Figure 2):

1. An accident report is filled out by the officer responding to a traffic accident, using an FR300 form issued by the State DMV.
 - a. This form has three pages:
 - (1) The top copy, page 1, is the copy received by the Department of Motor Vehicles if the accident is reportable. It is also used to make copies for dissemination according to police procedures outlined below.
 - (2) The first agency copy, page 2, is used by Records Section for scanning and by Data Operations Section for keying.
 - (3) The second agency copy, page 3, is retained by the investigating officer, who delivers page 1 and 2 of the form to the Warrant & Information Services Unit, or to a designated place in each precinct office from which Warrant & Information Services Unit support staff member picks up mail while making daily rounds.

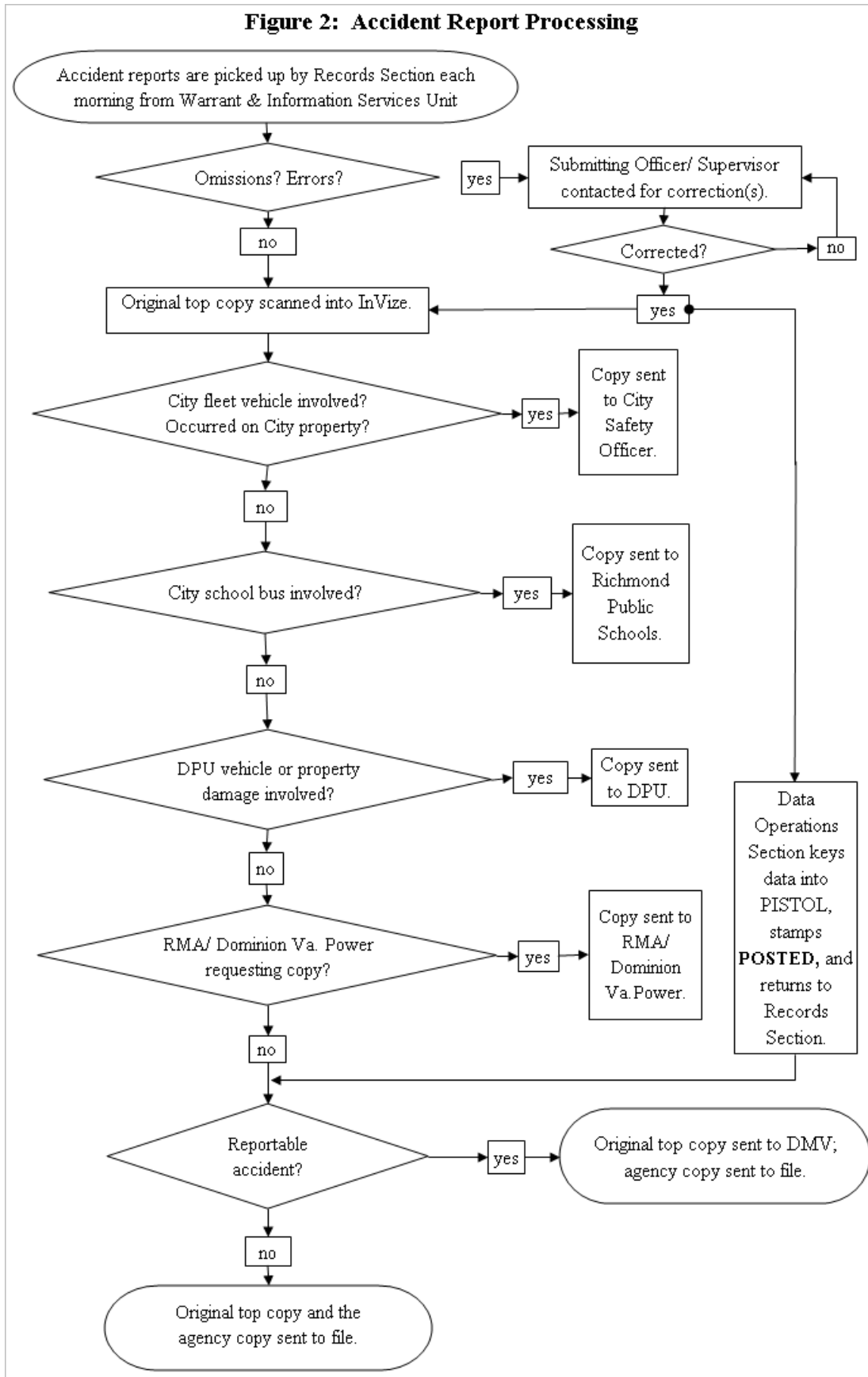
1. The Office Support Specialist picks up accident reports each morning from the designated place in the Warrant & Information Services Unit.
2. An initial review of each report is done to ensure accuracy and completion of the report.
 - a. If report errors are found or fields have been left blank the reporting officer is contacted, by form letter to which a copy of the report is attached, by e-mail, or through his/her supervisor, if necessary.
 - b. When all corrections have been completed, the original reports are arranged in order by the tracking number which is composed of the 4-digit year date, the 2-digit month date, the 2-digit day date, and the sequence number assigned by Computer-Assisted Dispatch (CAD).
3. The original reports are scanned into the InVize system by the Administrative Program Support Assistant to preserve a digital image for future use.
4. The report is read, and the original top copy is used to make photocopies for the following:
 - a. For any accident which occurred on City property, or which involved a city-owned vehicle (including police vehicles), a copy is sent to the City Safety Officer, Mr. Richard Chadick, in the office of Risk Management. These are normally sent via intracity mail; however, on occasion Mr. Chadick will call to request that a copy be Faxed to him.
 - b. For any accident involving a City school bus, a copy is faxed to Richmond Public Schools. The current school superintendent may also request a copy.
 - c. Copies of reports of accidents involving vehicles or property of the Richmond Department of Public Utilities (e.g. utility poles, fire hydrants, utility trucks, etc.) are sent every Friday via intracity mail to DPU's office at 600 E. Broad Street. Occasionally someone from DPU may call earlier to ask for them to be faxed.

- d. The Richmond Metropolitan Authority will call when they need a copy of the report of an accident which occurred on the RMA.
- e. Dominion Virginia Power Company will call when they need a copy of an accident involving their property or vehicle(s).
- f. If an accident is reportable to the State according to the Code of Virginia, section 46.2-373, the original top copy is sent to the Department of Motor Vehicles through intercity mail; if not, once keyed by Data Operations the original top copy is filed a file folder is created for the day's reports.

A non-reportable accident is one in which there are no injuries and the total property damage (in the judgment of the investigating officer) does not exceed \$1000.00, OR an accident which has occurred on private property regardless of the damage amount of injury.

- 5. When scanning has been completed and copies have been made and disseminated, the original FR300 accident report goes to Data Operations Section's Data Entry Team to be keyed into the PISTOL system.
- 6. Once Data Operations Section has keyed and stamped the reports, they are returned to the Administrative Program Support Assistant in Records Section.
 - a. The reports are filed in the folders by the dates of the accidents, in order by their tracking numbers.
 - (1) Depending upon the volume of reports for a given date, additional folders may be created to allow for orderly storage and preservation of the original reports.
 - (2) For non-reportable accidents, the original top copy and the agency copy are both retained in file.
 - c. The folders are filed in high density shelving built on rolling tracks to allow for compact space-saving storage. These are located in the same secure file room as incident reports on the opposite wall.

Figure 2: Accident Report Processing



III. DISSEMINATION OF INFORMATION:

Rules for the release of information are outlined in detail in General Order 109: **PUBLIC INFORMATION REQUESTS**. This order, which is based primarily on the *Code of Virginia, § 19.2-389. Dissemination of criminal history record information*, states also that it is the policy of the department to comply with *all* applicable local, state, and federal laws referring to the dissemination of any/all information that is requested.

It names Central Records Unit as the department's official Custodian of Record and the Public Affairs Unit as the citizens' primary point of contact for record requests made by telephone during normal business hours, 8:00 AM – 5:00 PM, Monday through Friday. The order also specifies the amounts of any applicable fees charged by the department, and details situations in which such fees are waived.

Routine requests for offense/ accident reports are often made in person at the Service Window at Police Headquarters, and are also received through the mail.

A. Procedures:

1. Criminal history record information shall be disseminated, whether directly or through an intermediary, only to those persons/agencies mentioned in § 19.2-389.
 - a. VCIN/NCIC query transactions are done for criminal justice agency personnel only, through the system, in person or by mail. No dissemination can be copied on a copier. No dissemination is to be handled by radio or telephone or sent by Fax except in cases of dire emergency involving the safety of an officer or the general public (*example: hostage situations, etc.*).
 - b. Local criminal history reports provide complete information on all non-reportable misdemeanor charges regardless of date, and all felony and reportable misdemeanor charges made prior to 1985. Felony and reportable misdemeanor charges made after that date are obtainable only through the Central Criminal Records Exchange (CCRE) of the Virginia State Police Department.
2. Other law enforcement agencies are permitted to request and receive the entire copy of an incident or accident report.
 - a. Records Section staff file the request forms and/or copies of Faxed reports in date order as a means of keeping track of the information provided to these agencies.

3. Freedom of Information Act (FOIA) requests are typically handled by the department's General Counsel, who may call upon Records Section staff to assist in retrieval of reports/information to be used for that purpose.

IV. CUSTOMER SERVICE:

Records Section staff assist the public at the Service Window at Police Headquarters not only with requests for criminal history reports as outlined in the preceding pages, but also with the following:

A. Permit Applications

1. Citizens may come to the Service Window to apply for permits to operate businesses which involve the public trust, or to engage in activities which by law require preliminary investigations.
 - a. The Records Section employee collects the non-refundable fee charged by the department in advance to pay for the investigative work required (fee schedule is outlined later in this section), provides the applicants with the 14-page multi-purpose permit application form, answers questions to clarify how it is to be filled out, and sees that the completed form is routed to the appropriate person for handling.

- The application form lists the following types of permits:

Amusement Park	Palmistry
Billiard Parlor	Pawnshop
Bowling Alley	Pistols & Ammunition-Sales
Carnival	Secondhand Dealer
Circus/Wild West Show	Skating Rink
Employment Service	Solicitor
Gold/Silver Merchant	Taxicab Certificate of Necessity
Junk Dealer	Taxicab Permit
Merry-Go-Round	Theater, Motion Picture

B. Fingerprinting

1. State law requires convicted sex offenders who have completed their sentences to report to the police department in the locality in which they live to complete the process for inclusion on the Sex Offender & Crimes Against Minors Registry maintained by the Virginia State Police and posted on its web site. The offender presents an SP 236 form at the Service Window, which includes an

instruction sheet, blank fingerprint card, an agency copy of the registry blank, and an offender's copy.

- a. The Records Section employee makes an entry on the fingerprints log noting sex offender, fills out the form, fingerprints the offender, takes a digital photograph of the offender, prints it out in black in white and attaches it to the form, gives the offender the appropriate copy of the completed form, and seals the rest of the materials in a State form SP 260 envelope, marks the back of the envelope **Sex Offender**, and sends it to Virginia State Police through the mail.
2. Petitioners for criminal record expungements present at the Service Window the petition materials compiled by their attorneys, which must be filed with a set of fingerprints through RPD to the Virginia State Police.
 - a. The Records Section employee collects the fee for the service, makes an entry on the fingerprints log, uses federal form SF 87 card to take the petitioner's fingerprints, makes a copy of the petition materials for the petitioner to keep, seals the original materials in a State form SP 260 envelope, marks the back of the envelope **Expungement**, and sends it to Virginia State Police through the mail.
 3. Many companies engaged in businesses involving the public trust require prospective employees to provide fingerprints for them to use in requesting background checks with the Virginia State Police and the FBI. Customers come to the Service Window to request fingerprinting services.
 - a. The Records Section employee collects the fee for the service, makes an entry on the fingerprints log, uses federal form SF 87 card to take the fingerprints, and gives the completed card to the customer to take to the company.

C. Collection of Fees

All applicable fees for copies of accident reports, incident reports, investigative services for permit applications, fingerprinting on request, prints of photographs of accidents, and record checks are collected only between the hours of 8:30 AM and 4:30 PM, Monday through Friday, to allow time for close-out and reconciliation of monies received.

1. Non-refundable fees are collected at the beginning of each transaction at the Service Window.
2. As transactions are handled each day, the Office Support Specialist uses an automated receipt system, deposits the funds received in the cash drawer, and prints out 2 copies of each receipt (one for the customer, one to be retained until quarterly audit is completed).
3. The current Fee Schedule is as follows:

Copy of Accident Report	\$ 5.00
<i>10-coupon booklet for use by insurance companies</i>	\$ 50.00
Criminal History Report	\$ 5.00
Copy of Incident Report	\$ 5.00
<i>Note that Victim may receive a copy at no charge.</i>	
All additional copies	\$ 1.00

Fingerprinting on request, per card	\$ 5.00
Print of Accident Photograph	\$ 8.00


Amusement Park Permit	\$ 40.00
Billiard Parlor Permit	\$ 735.00
Bowling Alley Permit	\$ 80.00
Carnival Permit	\$ 735.00
Circus/Wild West Show Permit	\$ 40.00
Employment Service Permit	\$ 440.00
Gold & Silver Merchant Permit	\$ 440.00
Junk Dealer Permit	\$ 35.00
Merry-Go-Round Permit	\$ 145.00
Motion Picture Theater Permit	\$ 290.00
Palmistry Permit	\$ 440.00
Pawnshop Permit	\$ 590.00
Pistols & Ammunition, Sales Permit	\$ 515.00
Secondhand Dealer Permit	\$ 590.00
Skating Rink Permit	\$ 80.00
Solicitor Permit	\$ 35.00
Taxicab Permit (initial and renewal)	\$ 20.00
Taxicab Permit (duplicate)	\$ 10.00
Taxicab Certificate of Necessity, per Taxicab	\$ 15.00

4. At the end of each business day, the Office Support Specialist takes an initial count of monies received, then turns in the day's receipt copies and cash to the supervisor or designee, who takes a verification count of funds and receipts and deposits them in the safe in the supervisor's office.

- a. A recount is made the next morning, during which the Administrative Program Support Assistant logs miscellaneous receipts and checks on a weekly log sheet kept for audit.
- b. The cash and receipts are deposited in the safe in the supervisor's office, and the weekly log sheets are filed for use as documentation for future audits.
- c. The supervisor keys the week's totals in MS Excel on a Deposit Form required by the Department of Finance, prints out three copies, encloses them with the cash and receipts in an envelope, and hand-carries it to the Administrative Program Support Assistant in the Budget & Finance Office.

The Administrative Program Support Assistant in the Budget & Finance Office takes a final count and gives the supervisor a written receipt showing the total in cash, the total in checks, and the grand total.
- e. The supervisor uses the files of daily logs and tally sheets to compile statistics for the monthly CompStat report.

Note: Records Section disburses no funds. All fees collected are non-refundable fees for copies of reports requested, or for services rendered by the Department.

	CENTRAL RECORDS UNIT	Effective Date 02/17/2008
	DATA OPERATIONS SECTION PROCEDURES	Review Date 02/17/2009
	References VA Public Records Act 42.1-87 CALEA ADM.25.01 – 25.11 VLEPSC ADM.25.02 – 25.12	<input type="checkbox"/> New Procedure <input checked="" type="checkbox"/> Updates original penned in 2004 <input type="checkbox"/> Replaces

I. INTRODUCTION:

The mission of the Data Operations Section to see that manually executed reports are entered into the PISTOL Records Management System, making the data available for use in statistical reporting, investigations, and crime analysis as quickly as possible upon receipt. Data Operations Section provides detailed, complex data analysis to ensure compliance with FBI and State Police Department reporting standards and requirements.

In order by the priority in which they are normally handled, the following reports are processed by Data Operations daily:

- Incident Reports filled out by officers whose mobile data terminals are malfunctioning. These reports adhere to the rules for incident-based reporting; hence, their acronym – IBR.
- Arrest Reports filled out by officers handling the arrests of adults.
- Traffic Summonses filled out by officers making traffic stops.
- Juvenile Violation Reports (“JVRs”) filled out by officers handling the arrests of juvenile offenders.
- FR300 Accident Reports filled out by traffic division responding to motor vehicle accidents.
- Pawnshop reports on pawned items which bear serial numbers.

II. PROCEDURES:

A. IBRs (Incident Reports):

1. IBRs are tracked by incident numbers assigned by the Department of Emergency Communications (DEC).
2. An original paper IBR is received from time to time through the Warrant and Information Services Unit, when an officer whose mobile data terminal is malfunctioning must create one manually.
3. As soon as an IBR is received, it is given to a member of the Data Entry (OSS2) staff for keying into the PISTOL system.
4. The OSS2 keys and validates the work, stamps it **POSTED**, and returns it to the supervisor.
5. The completed reports are sent to Records Section for final handling.

B. Arrest Reports (see flowchart, Figure 1):

1. Reports of custodial arrests are filled out on worksheet forms issued by the State Police. Each local law enforcement agency has forms on which its name has been pre-printed, and the form number(s) varies with the agency.
 - a. Examples: RPD's form number is VA1220000; VCU Police have VA1300300 on their forms. Sheriff's Office has some forms showing VA1220100 and some showing VA1220101.
 - b. Officers of the various agencies routinely use each others' forms interchangeably, striking out the name of the agency on whatever form they have at hand, and writing in theirs.
 - c. At the lockup the arrestee is fingerprinted, and on the fingerprint card, the offenses with which he/she was charged are typed in the order in which they were written on the worksheet by the arresting officer.
 - (1) Each charge is assigned a control number at lockup consisting of the letter Q followed by a six-digit sequence number. The first charge is typed on the same side of the card as the fingerprints, with its Q

number in the upper right of the reverse side of the card.

Any additional charges are listed with their Q numbers in spaces provided on the reverse side of the card. The worksheet is attached and the finished work is referred to the Forensics Team for initial processing.

2. Forensics Team delivers incoming Arrest Reports to the Data Operations cubby in the mail room as they finish with them. Data Operations staff members check the cubby throughout each working day, and pick them up as they are received.
3. The supervisor sorts through the incoming work removing from the batch any reports from law enforcement agencies other than RPD for referral to Central Records Unit's researcher. On reports executed by RPD's officers, she does preliminary research to find the system-generated ID# assigned to the arrestee, and notes it on the report. In the process, she verifies the incident number.
 - a. Those with good incident numbers are assigned to Office Support Specialists for keying.
 - b. Those on which incident number errors or omissions cannot be resolved by the supervisor are referred to the Central Records Unit's researcher for resolution.
4. The researcher screens through the reports to ensure that none were overlooked in which an RPD officer used the form belonging to another agency. If any are found, he returns them to the supervisor to be distributed for keying.

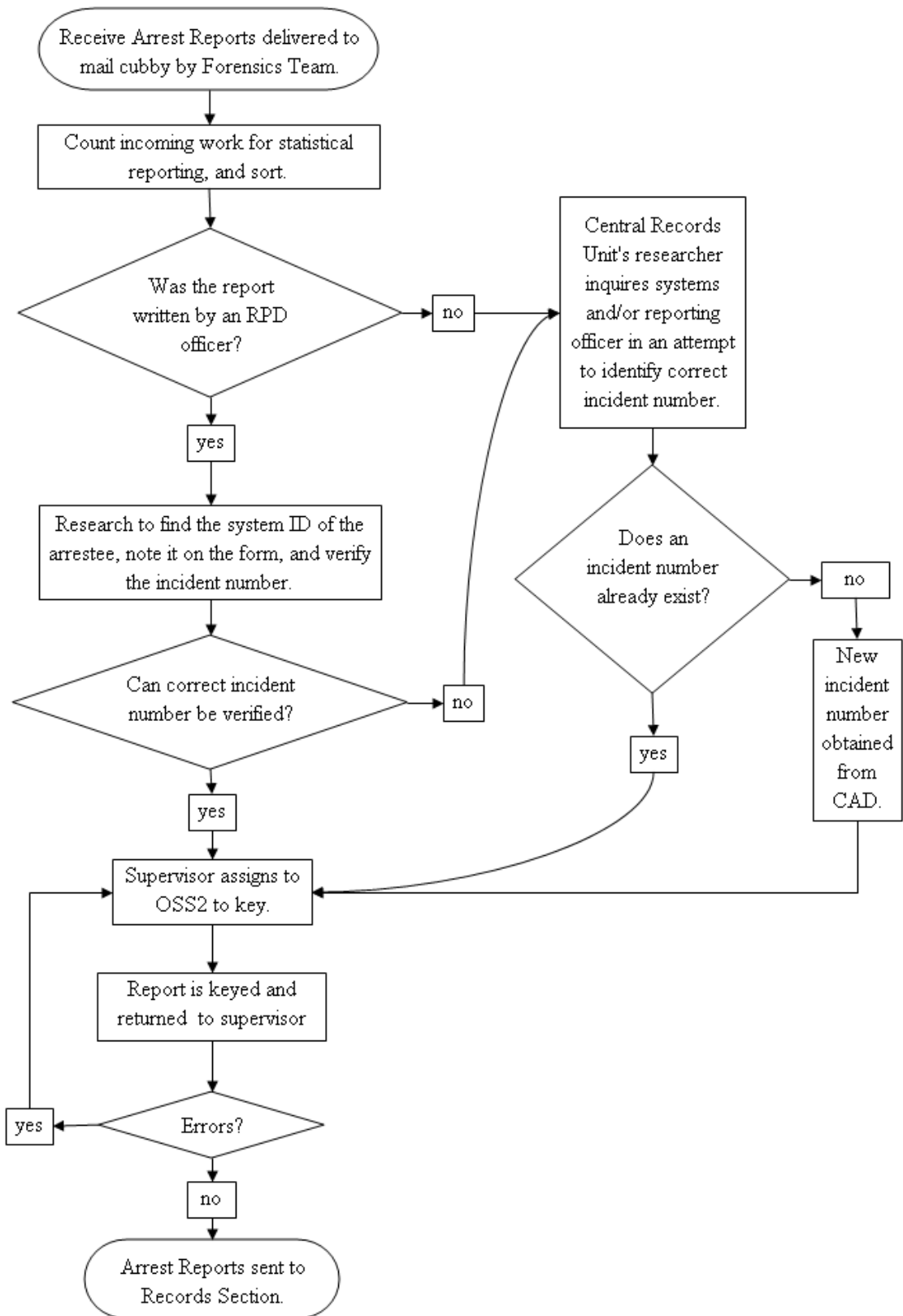
Note: Data Operations does key reports from other agencies for the purpose of providing helpful information for the use of the Detective Division, but these are not included with the arrests reported to the State.

- a. Inquiries are made in the Calls for Service system, the Daily Activity online logging, etc., and sometimes by telephone calls to the reporting officers, to determine the correct incident number to which the arrest pertains.
 - (1) If a valid incident number is found, it is noted on the worksheet.

- (2) If research reveals that no incident number was ever assigned for the offense, the researcher calls to have one generated by the Division of Emergency Communications, and notes it on the worksheet.
 - b. The researcher keeps production logs for statistical purposes, and returns the completed work to the Data Operations supervisor to distribute for entry.
5. The Office Support Specialists key the Arrest Records as efficiently as possible upon receipt, and return the finished reports to the supervisor.
- a. The completed reports are then counted (the total recorded for statistical tracking) and set aside for proofreading.
 - b. Once proofreading has been completed and any necessary corrections made, the reports are sent to Records Section to be processed and filed.

Note: For non-custodial arrests (in which the arrestee is issued a Virginia Uniform Summons) a copy of the summons is sent to Data Operations instead of the usual arrest report. Its data is keyed into the Arrest module in PISTOL.

Figure 1: Processing of Arrest Reports



C. Traffic Summonses:

1. A Traffic Summons is filled out by the officer making the traffic stop on a State-issued Virginia Uniform Summons form. There are six pressure-copied sheets in a uniform traffic summons.
 - a. The original top copy and the second sheet are sent to court. The third sheet is given to the violator. The fourth copy is sent to DMV. The fifth copy is for Data Operations. The officer retains the sixth copy. Traffic Division delivers copies for Data Operations to its cubby in the mail room.

Note: The Virginia Uniform Summons form is also used for non-custodial arrests (the arrestee is issued a summons instead of being taken into custody and a copy is sent to Data Operations as an arrest record). Summonses used for this purpose are sorted from those used for traffic violations, and keyed into the Arrest module.

2. The Data Entry supervisor records the number of summonses received for use in each morning's statistical report distributes to the OSS2s to be keyed into the PISTOL system.
 - a. Because the copy for Data Operations is the fifth one in the form package, there are some received which cannot be read. Those are returned to the precinct in which they were written
3. The summonses are keyed as expeditiously as possible, and each one is stamped **POSTED** upon completion. The finished work is sent to Records Section to file.

D. Juvenile Violation Reports ("JVRs"):

1. A Juvenile Violation Report is filled out by the arresting officer of a juvenile offender. The reports are referred to Investigative Services, Detective Division, Youth and Family Crimes Team.
 - a. An administrative support staffer for the Detective Division makes copies of the original reports and hand-carries them to Data Operations.
2. The reports are given to the Central Records Unit researcher, who prepares them for keying by noting on each one to identify whether the charge for which the juvenile offender was arrested is a felony or a misdemeanor. This makes the process of keying the work less time-consuming.

3. Once prepared, the reports are given to the Data Entry supervisor who logs them in, records a count of those received for use in each day's statistical reporting, and distributes them to the OSS2 staff for keying into PISTOL.
4. The Office Support Specialist keys the reports as efficiently as possible, stamps each one **POSTED** upon completion, enters each one on a log for accountability and statistical purposes, and returns the finished work to the supervisor.
 - a. Once the proofing is completed and any corrections made, the copies are shredded. No records on juveniles are housed in Central Records Unit.

E. Accident Reports:

1. An accident report is filled out by the officer responding to a traffic accident, using an FR300 form issued by the State Department of Motor Vehicles.
 - a. The tracking number applied to the report is made up of the date of the accident, and a sequence number received by the officer from the Computer-Aided Dispatch (CAD) operator. The officer can leave it at the designated place in the precinct office for pick-up in the regular rounds made by the support staff of the Warrant & Information Services Unit, or bring it directly to headquarters and leave it with them between rounds.
 - b. Records Section staff members pick up the reports from Warrant & Information Services Unit each morning, handle preliminary processing, and disseminate copies according to established procedures. One copy of each report comes to Data Entry Team for keying.
2. The reports are counted for statistical reporting and disseminated or keying. These reports capture a significant amount of detailed data, and are time-consuming to key. The Office Support Specialist endeavors to key the reports as efficiently as possible, and stamps the completed reports as **POSTED**, and sends the completed reports to Records Section for handling.

F. Pawnshop Reports:

1. Pawnshops operating in the City are required to report items they

receive to the Department. Pawnshop operators now use automated systems which are relatively new. Prior to the existence of the automated systems, huge numbers of these reports in no uniform format were faxed, mailed, or hand-delivered to Detective Division for preliminary review, after which they were hand-delivered to Data Entry Team.

- a. While no new pawnshop reports are received in this manner Data Entry Team is still working off the last vestiges of what was a huge backlog of these reports.
2. The Office Support Specialists key the reports, stamp them **POSTED**, and return them to Detective Division.

III. DATA QUALITY CONTROL:

Data Operations Section's Data Quality Team is tasked with monitoring the quality of the data reported to the State Police and FBI through the Department's use of Incident-Based Reporting. This function is not only essential for ensuring compliance with reporting standards, but also for making accurate data available to other local law enforcement agencies and to those in the Department involved in crime analysis and detective efforts.

A. To ensure the optimum performance of the Department in this regard, Data Quality Team's APSAs:

1. Use the Daily Record Review function in the PISTOL system to proofread each incident report and subject the data to analytical scrutiny to ensure compliance with IBR rules and FBI guidelines.

When reporting problems are found which require simple corrections, the APSA contacts the submitting officer and his/her supervisor to notify them of both the error how to affect correction. If the problems are more complex, the Data Quality supervisor may be consulted and possibly request resolution through the bi-weekly IBR meeting conducted by the Assistant Chief.

2. Use the PISTOL system daily and create a report listing errors identified internally by the system on IBR submissions.

Errors listed are researched and as many as possible corrected on a daily basis. The aim is to ensure maximum compliance with reporting requirements in a manner which can be documented.

3. Audit specific types of reported offenses, as assigned by the Data Quality Supervisor, to ensure compliance with the required reporting elements.

IV. DATA SUBMISSION:

Data submission is required monthly, on or before the 15th day of the following month. In the last few days prior to submission deadline, the Data Quality supervisor takes one final review of the data to be submitted, and corrects as many errors as possible, then notifies the manager of Central Records Unit that all possible corrections have been made.

The manager uses a process called SCRIBE (Statewide Crime Reporting in an Incident-Based Environment) to submit the data to Virginia State Police, and through them to the FBI, as follows:

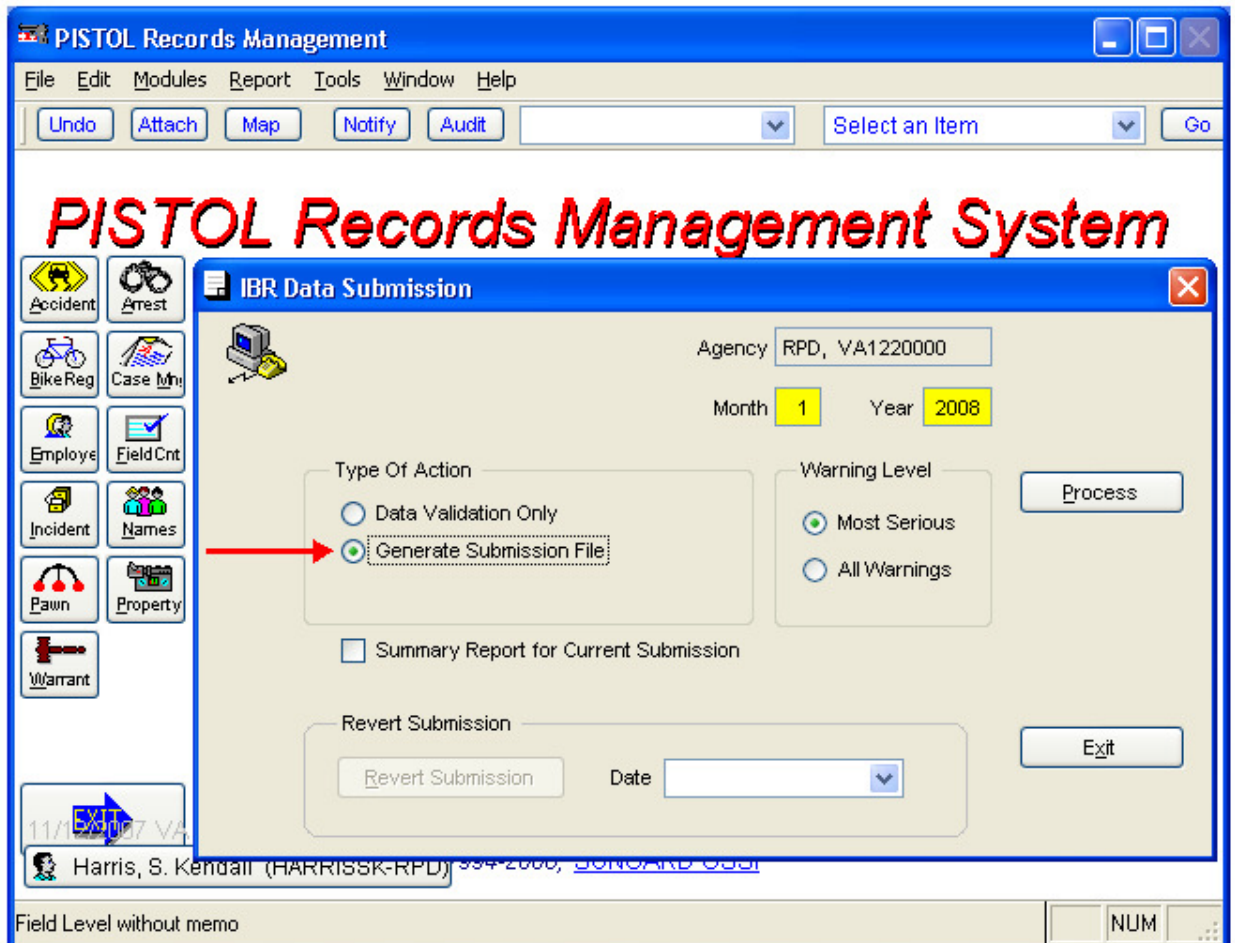
- A. In the PISTOL system, the manager selects **IBR Submission** from the Report browse list. PISTOL displays this screen:

The screenshot displays the PISTOL Records Management System interface. The main window title is "PISTOL Records Management" and it includes a menu bar (File, Edit, Modules, Report, Tools, Window, Help) and a toolbar with buttons for Undo, Attach, Map, Notify, Audit, and a "Select an Item" dropdown. The central area features the title "PISTOL Records Management System" in large red font. On the left is a vertical navigation pane with icons for Accident, Arrest, Bike Reg, Case Mng, Employee, Field Cnt, Incident, Names, Pawn, Property, and Warrant. The main content area is titled "IBR Data Submission" and contains the following fields and controls:

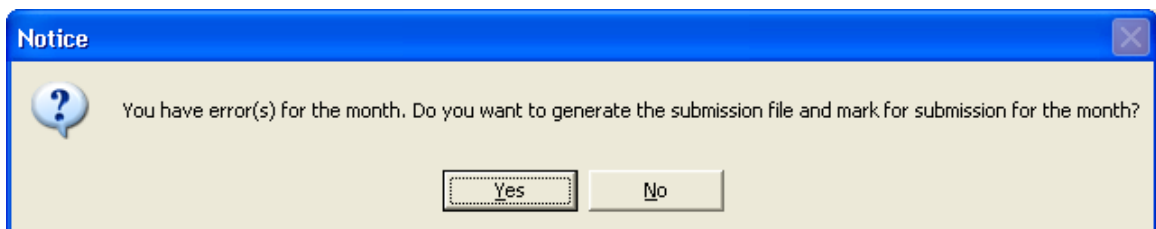
- Agency: RPD, VA1220000
- Month: 1, Year: 2008
- Type Of Action:
 - Data Validation Only
 - Generate Submission File
- Warning Level:
 - Most Serious
 - All Warnings
- Summary Report for Current Submission
- Revert Submission:
 - Revert Submission button
 - Date dropdown menu

Buttons for "Process" and "Exit" are located on the right side of the form. The bottom status bar shows "Rightscursor", "Record: 27/56", "Exclusive", and "NUM".

- B. The manager marks the radio button labeled Generate Submission File and ensures that the month and year dates shown are correct for the month being submitted, and clicks on the button marked Process, as shown in the illustration on page 10.



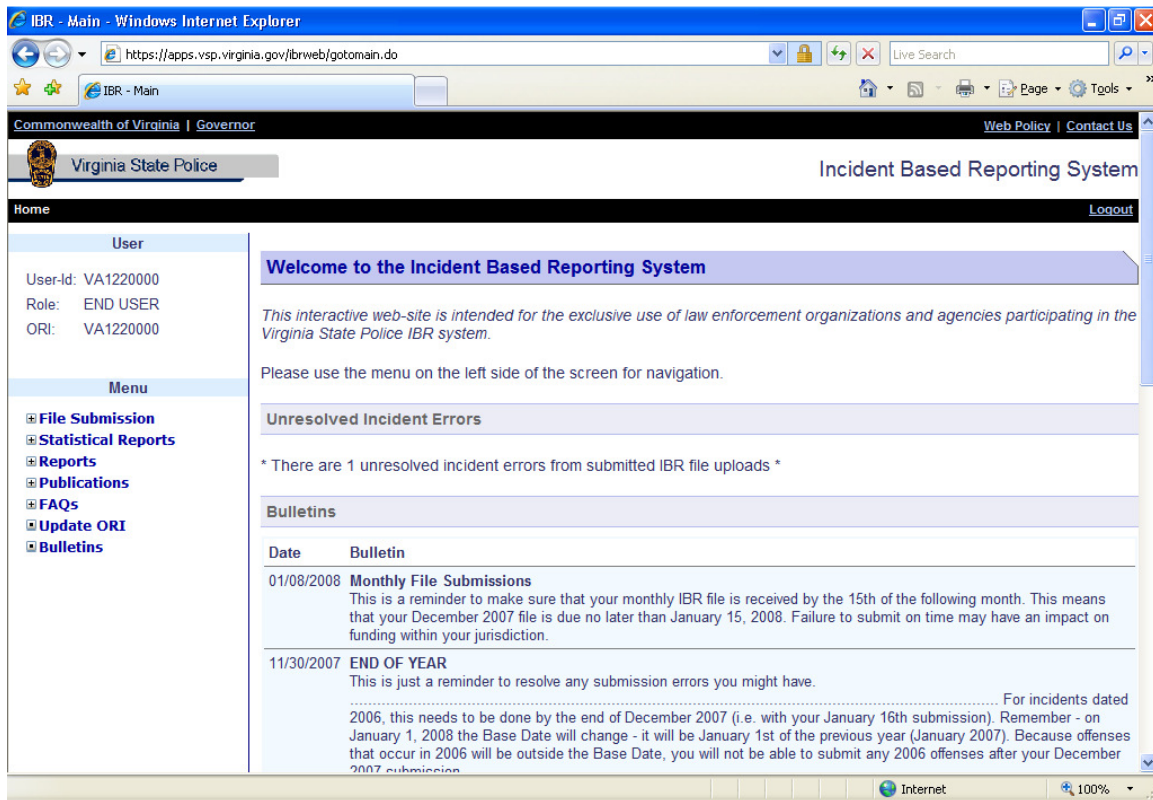
1. PISTOL starts the process and brings up this message:



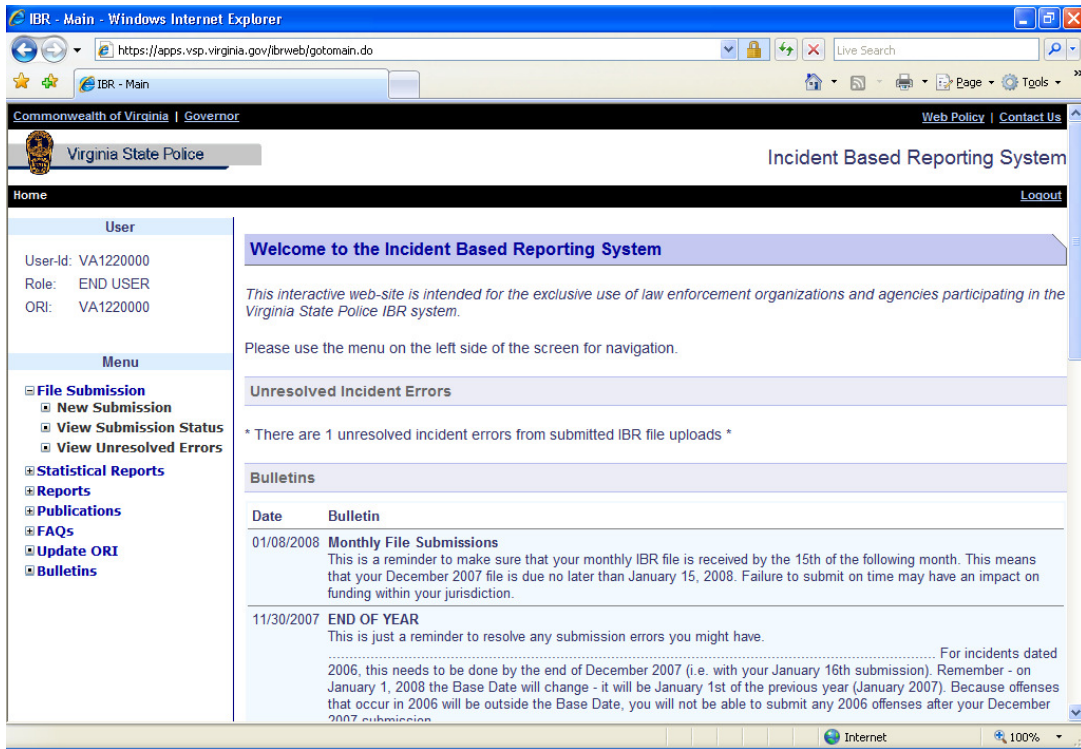
- C. The manager clicks Yes. PISTOL then exports its file to the State Police system, and simultaneously creates a file on the hard drive of the manager's computer, filing it in C:\FOXTEMP. The name of the file is recorded in the screens of the State Police web site that the manager will use to complete the

process.

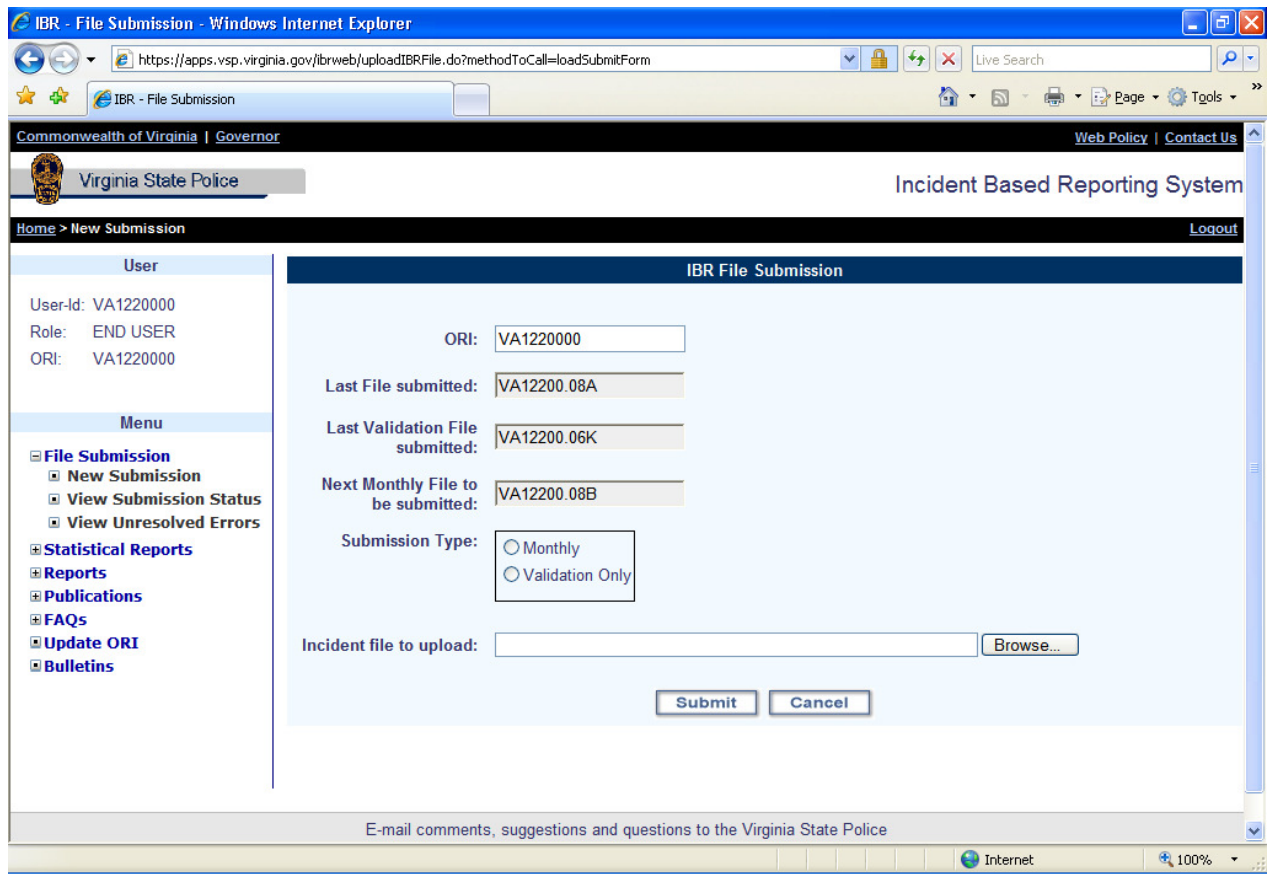
- D. The manager opens the State Police system using the User ID and password assigned by VSP to RPD. The State system will display the screen shown on the next page, from which the process can be completed.



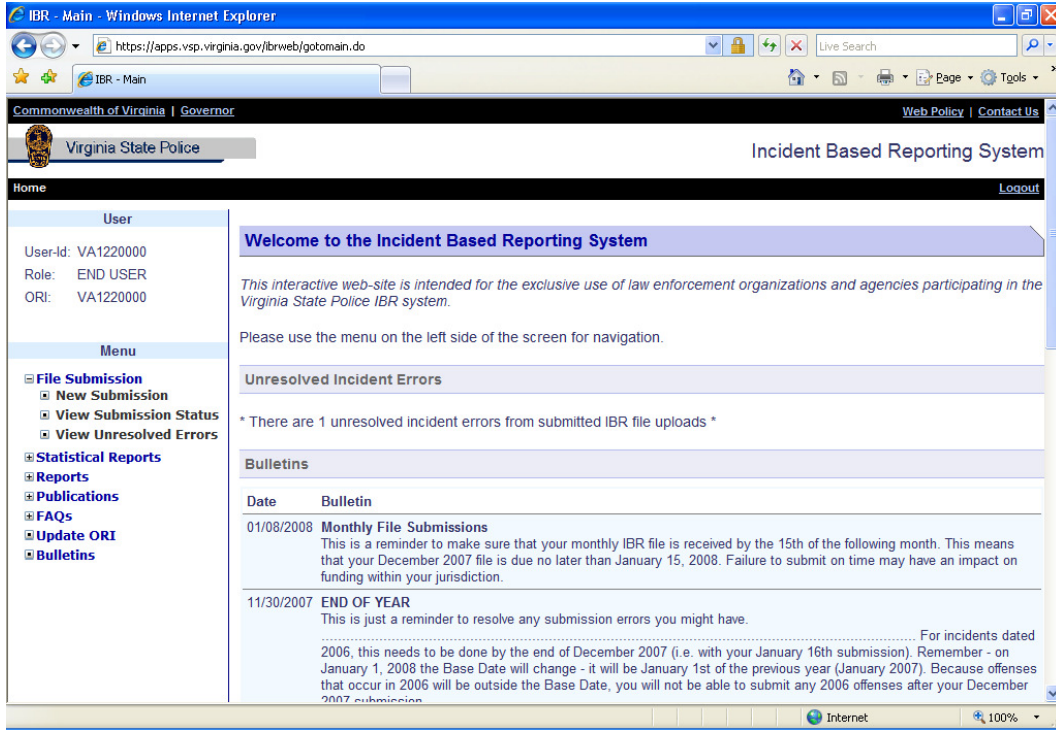
- E. The supervisor selects File Submission, to expand that menu:



F. The manager selects New Submission to get the screen shown on page 12.



- G. The manager selects Monthly from the box next to Submission Type, and uses the browse button to locate the file named as on the screen as the next to be submitted, double-clicks on that file name it to enter it onto the blank field on the web site, and clicks the Submit button.
1. The system runs the submission and replies that it has been run and that its results can be accessed by checking back later. The processing usually takes until the next day to produce results.
- H. To access the results of the submission, the manager reopens the State Police system, again using the User ID and password assigned by VSP to RPD. The State system redispays the screen shown on the next page.



- I. The manager selects View Submission Status to display this screen:

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Virginia State Police Incident Based Reporting System

Home > View Submission Status Logout

User	List of Submission Files								
User-Id: VA1220000	ORI	File Name	Month	Year	Submission Type	Status	Submission Date	View Submission File	View Error
Role: END USER	VA1220000	VA12200.08A	Jan	2008	Monthly	Processed	02/14/2008		
ORI: VA1220000	VA1220000	VA12200.07L	Dec	2007	Monthly	Processed	01/11/2008		
Menu	VA1220000	VA12200.07K	Nov	2007	Monthly	Processed	12/14/2007		
<ul style="list-style-type: none"> File Submission New Submission View Submission Status View Unresolved Errors Statistical Reports Reports Publications FAQs Update ORI Bulletins 	VA1220000	VA12200.07J	Oct	2007	Monthly	Processed	11/14/2007		
	VA1220000	VA12200.07I	Sep	2007	Monthly	Processed	10/12/2007		
	VA1220000	VA12200.07H	Aug	2007	Monthly	Processed	09/14/2007		
	VA1220000	VA12200.07G	Jul	2007	Monthly	Processed	08/15/2007		
	VA1220000	VA12200.07F	Jun	2007	Monthly	Processed	07/16/2007		
	VA1220000	VA12200.07E	May	2007	Monthly	Processed	06/07/2007		
	VA1220000	VA12200.07D	Apr	2007	Monthly	Processed	05/11/2007		
	VA1220000	VA12200.07C	Mar	2007	Monthly	Processed	04/11/2007		
	VA1220000	VA12200.07B	Feb	2007	Monthly	Processed	03/13/2007		
	VA1220000	VA12200.07A	Jan	2007	Monthly	Processed	02/12/2007		
	VA1220000	VA12200.07A	Jan	2007	Monthly	Processed	02/02/2007		
	VA1220000	VA12200.06L	Dec	2006	Monthly	Processed	01/12/2007		
	VA1220000	VA12200.06K	Nov	2006	Monthly	Processed	12/15/2006		
	VA1220000	VA12200.06K	Nov	2006	Monthly	Processed	12/14/2006		

J. The final step is to double-click the top View Error icon of the topmost listing to get the results screen for the submission, which looks like this:

IBR - Windows Internet Explorer

https://apps.vsp.virginia.gov/lbrweb/subFileList.do?methodToCall=viewErrorFile&errorId=28149

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Virginia State Police

Incident Based Reporting

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Report Name : IBR Error Report
 VA1220000
 RICHMOND CITY POLICE DEPARTMENT

COMMONWEALTH OF VIRGINIA
 DEPARTMENT OF STATE POLICE
 INCIDENT-BASED CRIME REPORTING
 ERROR NOTIFICATION REPORT

CREATED: 02/14/2008 20:23:12
 SEQUENCE NUMBER: 00000
 ORI: VA12200 RICHMOND POLICE DEPARTMENT
 INCIDENT

REPORT COVERS TIME PERIOD FROM 01/01/2008 TO 0

NUMBER	A	R	KEY	FIELD	ERROR
200801290704	I	02	13B	13A	99 207 ERROR - MUTUALLY EXCLUSIVE VALUE=XXXXXXXXXX

	INPUT	ACCEPTED	FAILED	% ACCEPTED
GROUP A INCIDENTS*	2,022	2,021	1	99.95%
ADD ARRESTS	769	769	0	100.00%
TIME WINDOWS	1	1	0	100.00%
MODIFIES	0	0	0	0.00%
DELETES**	838	838	0	100.00%
GRAND TOTAL	3,630	3,629	1	99.97%

* INCIDENTS ALREADY ON FILE ARE COUNTED AS ACCEPTED TRANSACTIONS