

		Policy & Procedures			No. 4.06	
		Subject:				
		Central Records				
		Issuing Authority:			Effective Date:	Review Date:
		Chief of Police			10/30/2013	06/13/2023
					References:	
Revision & Reissued Dates:	02/06/2015					
	02/20/2017					
	05/10/2020					

CALEA STANDARDS

72.1.3 82.2.1 82.3.3 Action Item 1
82.1.1 82.2.2 82.3.4
82.1.2 82.2.3 82.3.5
82.1.3 82.2.4
82.1.4 82.2.5 17.4.2
82.1.5 82.3.1 17.4.3
82.1.6 82.3.2 42.1.3
82.1.7
82.1.9

GENERAL CONSIDERATIONS AND GUIDELINES

The Central Records function of the Department is extremely important and critical for both the effective delivery of law enforcement services and to satisfy legal requirements and responsibilities. The Deputy Chief shall coordinate and control the Records procedures. Some responsibilities may be assigned to an Administrative Sergeant and/or the Court Prosecutor.

82.1.1 (2B)

The Records Procedures include:

- A. Report review;
- B. Report control;
- C. Records maintenance;
- D. Records retrieval;
- E. Dissemination of records;
- F. Destruction of any records

POLICY

It is the policy of the Canton Police Department to maintain a reporting and records management system in order to provide reliable information and allow the department to function effectively and efficiently. Additionally, it is the policy of this department to permit dissemination of public data to interested individuals, in conformance with the standards of the Massachusetts Criminal History Systems Board, and to the extent that the rights of any individual are not infringed.

Dissemination of Department Records shall be strictly controlled according to the guidelines of CORI (Criminal Offender Record Information) and M.G.L. C66.S10 which relates to inspection and examination of Public Records. **82.1.1 (2B); 82.1.7 (B)**

None of the above report shall be released without prior approval from the Deputy Chief. In addition, a department *records request form* will be filled out by the requestor and left in the Deputy Chief's mailbox. Another option is to direct the requestor to the Deputy Chief's email where a written records request can be made there. **82.1.1 (2E); 82.1.7 (C)**

RESPONSIBILITIES: 82.2.2 (A-E)

Desk Officers: Officers working the desk are required to record in the department computer all of the following activity which occurs, or is alleged to have occurred, in the community:

- A. Citizen reports of crime; **(A)**
- B. Citizen complaints (crime related, not IA complaints); **(B)**
- C. Citizen requests for service when:
 - 1. an officer is dispatched; **(C)**
 - 2. an employee is assigned to investigate;
 - 3. an employee is assigned to take action at a later time;
- D. Criminal and non-criminal cases initiated by Officers; **(D)**
- E. Incidents involving arrests, citations or summonses (complaint applications). **(E)**

Dispatching officers shall initiate a Call Number (Log Entry) whenever a member of the public requests service or an officer takes a specified action. Once a call number has been generated, the officer will record all applicable information relative to the incident in the proper fields, including any report numbers.

Data Entry: Complete and accurate reporting and data entry responsibilities regarding the IMC system lie with the desk officer and the patrol officer and/or Shift Supervisor. Concise control and management of the files created by this activity are the responsibility of the Records Section.

Desk officers shall enter all necessary data in the master index of the IMC system. This information, whenever possible, shall include:

- A. Full name
- B. Address
- C. Date of birth
- D. Social Security number
- E. License number
- F. Phone number (including cell number if possible)

The Chief of Police shall assign his/her designee an area of responsibility for management of the following records:

- A. Department Written Directive System
- B. Motor Vehicle Citations
- C. Control of copy reproduction
- D. UCR and NIBR's reporting
- E. IMC data review and updates

PROCEDURE

I. GOALS OF THE RECORDS SECTION: The primary goals of the Records Section are as follows:

- A. To furnish accurate and complete information when, where, and to whom required in order to manage and operate the Department effectively;
- B. To control the creation of information so that only meaningful and required data is originated and retained;
- C. To process and control information as efficiently and effectively as possible;
- D. To provide records control in a cost efficient yet qualitative manner;
- E. To provide the records user with maximum service so that information can be quickly and easily obtained;
- F. To provide management with accurate retrieval formats so that sound and timely decisions can be made;
- G. To provide external agencies and organizations with whatever information is legally obtainable;
- H. To process and retain only those records that have special value to the Department or have a legal requirement to be maintained;
- I. To prepare, update, and disseminate all records in an accurate and timely manner.

II. REPORT REVIEW: In order to ensure that all reports filed by officers regarding incidents they have investigated or have been involved in are complete and accurate in their content, it shall be the responsibility of the Shift Supervisor to review reports from officers assigned to them. The Shift Supervisor will review all Officer Reports and Dispatch Reports for:

- A. Neatness, legibility, spelling and grammar;
- B. Content of report:

1. Is all required data entered into the department computer system;
 2. Consistent with regards to events being presented in a logical and non-conflicting manner;
 3. Does it reflect compliance with established investigative procedures?
- 82.2.4**

The Shift Supervisor will either electronically approve the report or forward it to the appropriate officer or investigator for proper follow-up.

III. RECORDS REPORT REVIEW: It shall be the responsibility of the Deputy Chief or his/her designee, through the records department, to review all reports for the following:

- A. A determination as to whether the incident has been classified properly in order to comply with local, state, and federal NIBRS (National Incident Based Reporting System). The NIBRS report shall be completed in a timely manner and sent in according to standards. **82.1.3**
- B. Initiate corrective action for any deficiencies by routing the report back to the officer through the Shift Supervisor.
- C. Maintain files on each officer's errors or omissions. The sergeants are responsible for review of these files for the purpose of assisting individuals in improving their report writing skills through additional training.

At least semi-annually the Deputy Chief will prepare an evaluation report on the Report Review process with distribution to the Chief. This report should contain the total number of reports reviewed, the total number returned for correction, a breakdown of the most frequent errors, the names of those individuals who have shown the least improvement and may require remedial training, and suggestions for improving or altering the process. Lieutenants shall review this report with Shift Supervisors.

The formal Report Review process does not eliminate, nor does it diminish, the responsibility of Shift Supervisors to review all officers' reports and to assist them in making corrections and/or additions. A Shift Supervisor shall electronically sign and initial all reports following their review. (Note: It is not necessary for the Shift Supervisor on duty at the time of the incident to review an officer's report. The Supervisor of a subsequent shift may do it if the original Supervisor is no longer on duty.) **82.2.4**

IV. INCIDENT REPORTS and OFFICER'S REPORTS: 82.2.3; 82.2.5

Our agency may receive specified crime and incident report information by telephone, mail, Internet, etc. Each incoming report will be reviewed by a Supervisor or officer working the desk to determine if a log entry will suffice or if an officer needs to be called to the scene for further follow-up. Criteria for accepting the Incident Report or log entry would be for incidents 'minor in nature, victimless incidences, minor property damage with no suspects, hit and run with no suspects, etc.' Whenever Officers receive information which meets the required criteria for recording, a Log Entry shall be made in

the IMC system by the officer working the desk or the officer involved. All applicable information relative to this incident shall be recorded in the proper fields within the IMC system and a unique incident number shall be automatically assigned by the IMC system. This numbering system shall be sequential, beginning with #1, and commencing on the first day of a calendar year. All numbers will be prefaced with the year of issue, and will end with the specific type of report that it is. (For example, the first Incident/Offense recorded on January 1, 2010 would have an Incident Number of 10-1-OF. The first Arrest recorded on January 1, 2010 would have an Arrest Number or 10-1-AR.) The following are report types that are generated by our Information Management Computer System: Offense Reports (OF), Arrest Report (AR), Warrant Reports (WA), Restraining Orders (RO), Field Interview (FI), Motor Vehicle Crash (AC), and Property Reports (PR). Citations reports are documented and tracked according to the unique citation number that is assigned by the Registry of Motor Vehicles.

In addition to the information being put into the log entry by the desk officer, the IMC system will automatically time stamp each entry with the following information:

- A. Time incident was received;
- B. Time of officer being dispatched;
- C. Time of officer arrival;
- D. Time officer cleared the call.

- V. It is extremely important that the action code which refers to the category of the offense be correct, since the Records personnel will utilize this information in a monthly Uniform Crime Report to the Mass. Department of Public Safety and the FBI, and for our own crime and traffic analysis purposes. **82.2.3**

- VI. Listed below are the forms/reports most frequently used in the daily operations of the police department. Police officers will be responsible for completing these and any other forms or reports as required by the department. The following documents are classified as Field Reports for operational record and require IMC system entry, as well as complete narratives: **82.2.1 B**

- A. Incident Reports;
- B. Offense Reports;
- C. Arrest (Booking) Reports (Criminal History File); **82.3.6**
- D. Supplemental Reports
- E. Field Interview Reports
- F. Warrant Reports
- G. Restraining Order Reports
- H. Property Reports

- I. Motor Vehicle Crash Reports will generate a log entry and will require completion of the IMC/IMC traffic form.
- J. Motor Vehicle Citations issued for a criminal summons or arrest in which an incident number will be generated by the log.

The Officer who files any of these Reports shall obtain the Incident Number from the Department Computer System from the desk officer. There may be other documents which require an Officer to place an Incident Report Number on it, but this number would be obtained from one of the above-mentioned documents.

VII. FORM DEVELOPMENT, MANAGEMENT AND CONTROL: The overall responsibility for the Department's Forms Management lies with the Deputy Chief or his/her designee. Development and determination of new forms shall be accomplished with input from the person who suggests the need for a specific form, from the Shift Supervisors, the Lieutenants, and the Chief of Police, who must give final approval. The management and control functions of the Deputy Chief or his/her designee shall include:
11.4.2

- A. Establishing standards of uniformity and simplicity in the design of forms in order to improve their appearance and functional efficiency;
- B. Reviewing and analyzing all forms at regular intervals for the purpose of eliminating unnecessary or obsolete forms, consolidating to eliminate overlapping and duplication, and for improving the effectiveness of those retained;
- C. Ensuring that all newly created forms are designed to give the maximum information and service to the user;
- D. Attempting to see that all forms are designed so as to facilitate their use in the automated or electronic processing of information;
- E. Frequently inventorying stock levels of all Department forms to ensure availability to users at all times;
- F. Ordering or overseeing the replenishment of forms through the Chief's Administrative Assistant.

VIII. RECORD RETENTION: 42.1.3 (3E); 82.1.3 Massachusetts General Laws Chapter 66, Section 8, provides that the Supervisor of Public Records, a branch of the Secretary of State's Office, has the authority to develop disposal schedules which designate the lengths of time which various records must be maintained by a police department. The statute further provides that such records may be destroyed only with the written approval of the Supervisor of Public Records. It should be noted that the statute applies not only to documents which are defined as **public records**, but also to any "written or printed book or paper, or any photograph, microphotograph, map or plan."

Therefore, virtually every document in the custody of the Department must be retained in safekeeping for the period of time specified in the attached “Retention Schedule”, or until permission for destruction is obtained by the Supervisor of Public Records. Documents that are not classified as Public Records (as mentioned above) must be retained for a period of seven (7) years.

It shall be the responsibility of the Deputy Chief to ensure that all-legal requirements regarding the retention of records be adhered to, and to supervise and control the process of disposal of these records when necessary. **82.1.2**

IX. REPOSITORY OF DEPARTMENT RECORDS: The responsibility for the filing and maintenance of the following Department Records falls under the supervision and control of the Deputy Chief or the Department Prosecutor. This shall be done in the following prescribed manner: **42.1.3 (3C)**

- A.** All information regarding any adult brought before the court by this Department for any offense including non-criminal violations shall be entered in the Department Computer and a hard copy filed with records. The hard copy will be checked and filed if there are any statements or documentation not stored in the computer.
- B.** All information regarding any juvenile brought before the court by this Department for any offense other than a motor vehicle violation shall be entered in the “Young Offender/Juvenile” module of the Department Computer. Names of young offenders kept in this module will be separate from adult offenders. **82.1.2 (5)**
- C.** All Reports and Folders regarding pending adult court cases shall be filed and maintained in the Prosecutor’s Office in a file cabinet located in his/her office.
- D.** All Reports and Folders regarding pending juvenile court cases shall be filed and maintained in a locked file by the Lieutenant in charge of the Family Services Unit, the Juvenile Officer or the Prosecuting Officer in his/her office. **82.1.2 (5,6A)** If the disposition of a case is still open after the juvenile reaches adult age, the folder will remain with the Active Juvenile files. **82.1.2 (11)**
- E.** All adjudicated juveniles and all records pertaining to juveniles who have reached adult age, and adult court cases, and all other Officer’s Reports of incidents, shall be filed according to the incident number or the plaintiff’s last name in Records Storage. **82.1.2(11)**
- F.** Arrest records shall contain: **82.3.5**
 - The arrest report
 - The booking sheet – Using the Offender Based Tracking Numbering System (OBTN), an ID number will be assigned to each person in custody.
 - Fingerprint cards (when applicable)
 - Criminal history sheet including warrant check
 - Suicide check sheet
 - Driver’s history (for motor vehicle offenses)

Photograph (when applicable)

A criminal history file will be maintained for each person custodially arrested.

82.3.5 (3)

All arrest records shall be filed by plaintiff's last name and shall be the responsibility of the Prosecuting Officer. Fingerprints (when applicable) and booking photographs shall be taken for all persons arrested by this department. If a person has been previously arrested and fingerprinted by this department, new prints will not be required. The Shift Supervisor shall make the determination as to the need of an updated photograph.

- G.** All Department Traffic Collision Reports shall be separated by **the Month**, and filed by the Accident Report Officer according to the day and month of the initial investigation. **82.3.3 A**
- H.** All Operators' Traffic Collision Reports will also be separated by the **Month**, and filed with all involved reports together, according to date and time of the collision.
- I.** Motor Vehicle Citation books are located at the front desk. Officers are to sign the numbered citation log and take an audit sheet when receiving a new book. All completed citations and audit sheets (submitted when citation book is complete) are to be placed in the one-way locked mail slot in the hallway. Completed citations will be picked up by clerical staff to be entered into IMC. All individual Department Copies of Motor Vehicle Citations shall be filed chronologically and securely stored in the Records Section to be matched against the audit sheet. **82.3.3 B; 82.3.4 (A,B,C)**
- J.** Firearms Identification Card Folders are filed alphabetically in the Firearms Cabinet and a master card generated in the computer.
- K.** Records of Licenses to Carry Firearms (Gun Permits) are filed alpha/numerically in the Department computer and alphabetically (with photograph) by the Officer(s) in Charge of Firearms Licensing.
- L.** The Chief's Administrative Assistant shall handle recording and billing for use of the Cell Block. Entries will contain the date(s) of service, the date of billing, the amount of the charge, and the date of payment.
- M.** In addition to the hard copy records maintained in the Records Section, the Department Computer will keep the following *automated* records in the computer:
 - 1. All available information on bicycles (stolen, found or recovered, and Registrations); Firearms Identification; Licenses to Carry Firearms (Gun Permits).
 - 2. An Arrest File and an alphabetical Master Name Index File. **82.3.1**
 - 3. Service Calls and Crimes by type **82.3.2 (A,B)**
 - 4. Service Calls and Crimes by location **82.3.2 (C,D)**

5. Stolen, found, recovered, and evidentiary property files. **82.3.2 (E,F,G)**

Records that are considered outdated, or if space is no longer available in the Records Section, shall be moved to the Records Storage area located in a secure area as determined by the Chief of Police.

X. HANDLING FUNDS: In order to be accountable of all monies received by services rendered by members of the Canton Police Department, the following procedures shall be adhered to ensure the security and this Department, and all personnel:

- A.** The Chief of Police does not authorize officers to accept cash payments for special services contracted through the department such as printing off copies of crash/incident reports. Payment is to be made in the form of a personal check or cashier's check.
- B.** All Officers and the clerical staff should be aware of the current cost of copying police reports and mailing costs. A breakdown of these costs will be maintained in the records office.
- C.** The Officer(s) in charge of issuing Gun Permits shall document all fees collected for the licenses and shall not issue any until the form of payment has cleared.

XI. RECORDS DISTRIBUTION AND SECURITY: All Department records are maintained under the overall control of the Chief of Police, but responsibility has been assigned to the Deputy Chief. These are maintained in the records section and shall not be open to any public view within that designated area. No visitor, whether on official or unofficial business, shall be allowed to enter the Records Section for the purpose of perusing or reviewing any Department records, nor shall any officer, clerk, or other employee allow or condone this act if observed. **82.1.1 (2A)**

All Operational Records including incident reports, arrest reports and Master Name File records shall be accessible via the IMC system at all times in order to facilitate investigations and other matters of duty being performed by officers of this department.

82.1.1 (2A,B) All officers, particularly Shift Supervisors, shall familiarize themselves with the locations of the various types of information stored or filed in the IMC system so that retrieval of records will be quick and efficient, 24-hour accessibility at any time(Compliance check). These records are password protected and only accessible by sworn personnel. **82.1.1 (2A,B,C); 82.1.4**

The Evidence Control Officer shall be responsible for maintaining an index of stolen, found, recovered, and evidentiary property. Said index shall be contained in the department IMC system. Offices will be able to conduct a computer search for property and items entered into the system at any time.

As it relates to **Public Records Requests**, dissemination of department records shall be strictly controlled according to the guidelines of CORI (criminal offender record information) and Massachusetts General Laws Chapter 66, Section 10, which relates to

inspection and examination of public records and to the acceptable fees to be charged for photocopies of same. **82.1.1 (2B)**

A copy of each of these documents shall be kept in a conspicuous place in the records section and all officers, clerks, and employees shall be expected to refer to them if there is any question regarding dissemination of department records.

There are situations and circumstances whereby Police Reports must be removed from the files (Superior Court, Civil litigation, etc.). In order to ensure that these Records are returned, the following Report Removal procedures shall be in effect:

- A.** Reports should not be removed from any file except by Records Personnel. If a report is removed a note will be left for Records in place of the original report which includes at a minimum:
 - 1. the date removed;
 - 2. the name of the Officer or person removing it;
 - 3. the Incident Number of the Report;
 - 4. and the purpose for removal (Court Case – and location of Court)

In the interest of preserving the security of the department's records, only authorized personnel shall have access to the Records Division. Authorized personnel include the Chief of Police, the Deputy Chief, Lieutenants, the Department Prosecutor and members of the Family Services Unit and Detective Bureau. **82.1.1 (2A,B)**

All records shall be maintained and secured in a locked file cabinet, with limited access, in the appropriate office they are stored in. **82.1.1 (3,4)**

Under no circumstances will original copies be removed from the Canton Police Department, except under subpoena.

- XI. ACCESS TO THE CANTON POLICE COMPUTER SYSTEM: 82.1.6** In an effort to ensure confidentiality of all police intelligence, all employees of the department will use a password to access the system. The password will act as a marker for all computer inquiries. **82.1.7 (1B)** Information System Manager (ISM) appointed by the Town of Canton will control access security. ISM shall maintain the quality control of the overall system by performing weekly scheduled data back-up and proper storage of computer data (files, tapes, etc.) and information both on-site (disk to disk; these are stored in a locked room in CPD's dispatch) and anything that may be stored off-site. The ISM will conduct a password audit at least once a year. Any access violations found by the Information System Manager will be reported directly to the Chief of Police. **82.1.6; 82.1.7**

- XII. SECURITY PROTOCOL FOR RELEASE OF RECORDS:** All access to criminal history records that are maintained in IMC shall be subject to the same procedures as stored copies in the file system. Any release of computerized records shall be held to the conditions of M.G.L. Chapter 6, section 172. **82.1.1 (2D); 82.1.7 (1B,C)**

Officers and selected civilian personnel will receive training in the use of the departments IMC system.

The IMC system shall be utilized in completing reports. The use of field reports may be utilized to gather information required to complete a report. The field reports may consist of; but are not limited to the following forms:

- Crash Report Forms
- Citations
- Property Loss Forms
- M/V Inventory Forms
- Pursuit Report
- Domestic Violence Checklist
- Damage to Town Property

Only authorized personnel will have access to sensitive cases such as sexual assault reports. If an officer needs to obtain a copy of this report after hours, a Lieutenant is to be contacted. **82.1.1 (2C)**

XIII. WARRANTS AND WANTED PERSONS: Warrants are entered by the court into the WMS system. All officers shall have access to the warrant system via the CJIS computer system. When a person is wanted on warrant based upon charges the Canton Police Department brought, the Prosecuting Officer shall enter the data on the disposition field in the arrest report. Verification that a warrant exists will be completed by the Station Officer on a case by case situation. It will be the responsibility of the court to cancel any warrant. **82.3.8**

XIV. JUVENILE RECORDS MANAGEMENT: 82.1.2

All juvenile arrest files, photographs, and fingerprint cards shall be marked in a manner to distinguish them from adult files. **(2,3)** They will each have the computer-generated word, "JUVENILE" marked on them. **81.1.2 (1A,B)** Access to arrest information concerning juveniles is limited to those personnel who have a legal right to this access. **82.1.2 (9)**

No juvenile arrest information shall be disseminated without the approval and authorization of the Prosecutor or Juvenile Officer. Both individuals shall ensure the legality of this dissemination prior to approval. **82.1.2 (10A)**

Whenever a juvenile reaches the adult age of eighteen (18) years old, any **NEW** arrest records will be started, if that person is again arrested. Prior records will stay with the Juvenile Folder. **82.1.2 (11)**

All reports of pending court cases involving juveniles shall be maintained by the Juvenile Officer and access shall be limited to Superior Officers or to those officers who are part of the Family Services Unit. If the disposition of a case is still open after the juvenile reaches adult age, the folder will remain with the Active Juvenile files. Upon final disposition of any juvenile case, including when the offender has reached adult age, the folder shall be placed in the Records Section – a secure records room located in the basement of the PD. Access to these records is limited to Superior Officers only. Overall

responsibility for the collection, retention, and dissemination of these records lies with the Deputy Chief. **82.1.2 (9)**

The Juvenile Officer shall be responsible for the expungement of any juvenile records ordered by the court. This will involve shredding any documents/reports ordered by the court. In addition to the record keeping and expungement responsibilities mentioned above, the Juvenile Officer shall be responsible for: **82.1.2 (12)**

- The coordination, preparation, and disposition of all court cases in which a juvenile is involved.
- Consulting with the arresting officer of complaining officer regarding disposition of juvenile matters and advising them of possible and potential diversionary program available as alternatives to incarceration, advising officers of final disposition.
- Being familiar with juvenile diversionary programs offered through the court and other public and group organizations.
- Conferring with the prosecuting District Attorney's office regarding these alternatives.

XV. RELEASE OF RECORDS TO REQUESTING OTHER AGENCIES: 82.1.1 (2D,E)

When a request is received by the Canton P.D. from another agency looking for records containing personal information, police involvement, etc., the request will be forwarded to the Deputy Chief for review. This request must be in writing (including email). If dissemination of that information is allowed under CORI and M.G.L. Chapter 6, section 172, the Deputy Chief will release the information or will forward the information to the Administrative Sergeant for release. A copy of what was released along with the written request (form or email) are to be stored in a file folder (labeled by calendar year) and maintained in the Administrative Sergeant's office and/or the Deputy Chief's office.

RELEASE OF PUBLIC RECORDS REQUESTS: 82.1.1 (2D,E)

Written requests (email or agency request form) from the public will be reviewed and handled in the same manner. Each request will be reviewed by the Deputy Chief or the Administrative Sergeant. Report request will be disseminated (with redactions where needed) and appropriate fees will be assessed. **82.1.1 (2E)**

XVI. POLICE REFORM ACTION ITEM 1 82.1.1

Effective December 31, 2020 the Canton Police Department will *not* withhold law enforcement disciplinary memoranda, which is held in the employee's personnel file, under exemption (c) of the Public Records Law. In addition, Public Records personnel will be given notice regarding this change in the law.

