

STANDARD OPERATING PROCEDURES



ADMINISTRATION DIVISION

RECORDS UNIT

RECORDS UNIT

STANDARD OPERATING PROCEDURES

MASTER INDEX

SUBJECT

TAB

MPD Badge Cover sheet
Endorsement Sheet
Letter of Promulgation
Organizational Chart of Elements
Mission, Goals and Objectives
Duty Hours and Dress
Duties and Responsibilities of Members
Programs, Projects or Functions Policies
Standard Operating Procedures and Policies

I
A
B
C
D
E
F
G

Administration:

Cash Register Control SOP 1.1
Extended CAD/Premier One Records Crash Contingency Plan SOP 1.2
Disposal of Documents SOP 1.3
Records Custodian SOP 1.4
Unit Clerk Procedures SOP 1.5

Premier One Records:

Out-of-Town Recoveries SOP 2.1
Rejected Reports SOP 2.2
Property Continuation Report SOP 2.3
Premier One Records Supervisory Duties SOP 2.4
Premier One Records SOP 2.5
Case Review SOP 2.6
Processing of Field Reports SOP 2.7
UCR Coding of Reports SOP 2.8
Weekly Report SOP 2.9
Data Entry Worksheets SOP 2.10

S.O.P. MASTER INDEX (Continued)

<u>SUBJECT</u>	<u>TAB</u>
Premier One Records Breakdown - Supervisory Duties	SOP 2. 11
<u>Information Retrieval:</u>	
Release of Information	SOP 3. 1
Retrieval of Information	SOP 3. 2
Duplicating Machines	SOP 3. 3
Miscellaneous Sales	SOP 3. 4
Correspondence Detail Procedures	SOP 3. 5
<u>Information Processing:</u>	
Expunction Procedures	SOP 4. 1
Driving Under Influence	SOP 4. 2
<u>Special Projects:</u>	
Hard Copy Procedures	SOP 5. 1
Microfilm Procedures	SOP 5. 2
Mircofiche Management	SOP 5. 3
Reserved	SOP 5. 4
<u>Miscellaneous</u>	
Area Security	SOP 6. 1
Mandatory Reading	SOP 6. 2
Fire Emergency Drill and Procedures	SOP 6. 3
Hurricane and Emergency Procedures	SOP 6. 4
Disaster Recovery Procedures	SOP 6. 5

Revised September 2019



RECORDS UNIT

STANDARD OPERATING PROCEDURES

City of Miami




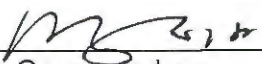

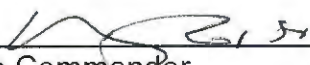

EMILIO T. GONZALEZ, Ph.D.
City Manager

ADMINISTRATION DIVISION/ SUPPORT SERVICES SECTION

RECORDS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter Inspection:	<u></u> Section Commander	<u>3/8/18</u> Date
Second Quarter Inspection:	<u></u> Section Commander	<u>5/11/18</u> Date
Third Quarter Inspection:	<u></u> Section Commander	<u>8/14/18</u> Date
Fourth Quarter Inspection:	<u></u> Section Commander	<u>10/10/18</u> Date
Annual Inspection:	<u></u> Section Commander	<u>1/26/19</u> Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ADMINISTRATION DIVISION/ SUPPORT SERVICES SECTION

RECORDS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:


Unit Commander

1/25/19
Date

Second Quarter
Inspection:


Unit Commander

4/2/19
Date

Third Quarter
Inspection:


Unit Commander

7/25/19
Date

Fourth Quarter
Inspection:


Unit Commander

9/25/19
Date

Annual
Inspection:

Section Commander

Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

ADMINISTRATION DIVISION/ SUPPORT SERVICES SECTION

RECORDS UNIT

STANDARD OPERATING PROCEDURES

ENDORSEMENT SHEET

First Quarter
Inspection:


Unit Commander

1/25/19
Date

Second Quarter
Inspection:


Unit Commander

4/2/19
Date

Third Quarter
Inspection:


Unit Commander

7/25/19
Date

Fourth Quarter
Inspection:


Unit Commander

9/25/19
Date

Annual
Inspection:


Section Commander

3/15/2020
Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

RECORDS

STANDARD OPERATING PROCEDURES

LETTER OF PROMULGATION

To: ALL RECORDS UNIT PERSONNEL:

The following procedures are established to provide consistency, uniformity, efficiency, and effectiveness to the administration and operation of the Records Unit of the City of Miami Police Department.

The procedures set forth here supplement but do not supersede the Departmental Orders or other Administrative and Operational Directives, and they are formulated accordingly. Unforeseen conflicts between the Standard Operating Procedures and the Departmental Orders or Directives will be arbitrated and resolved through the Section Commander.

Personnel assigned to the Records Unit will read, know, and follow these procedures, the Departmental Orders, and any pertinent Directives. Any conflict between them will be reported to the immediate supervisor.

S.O.P.'s are to be updated and corrected by 31 December annually.

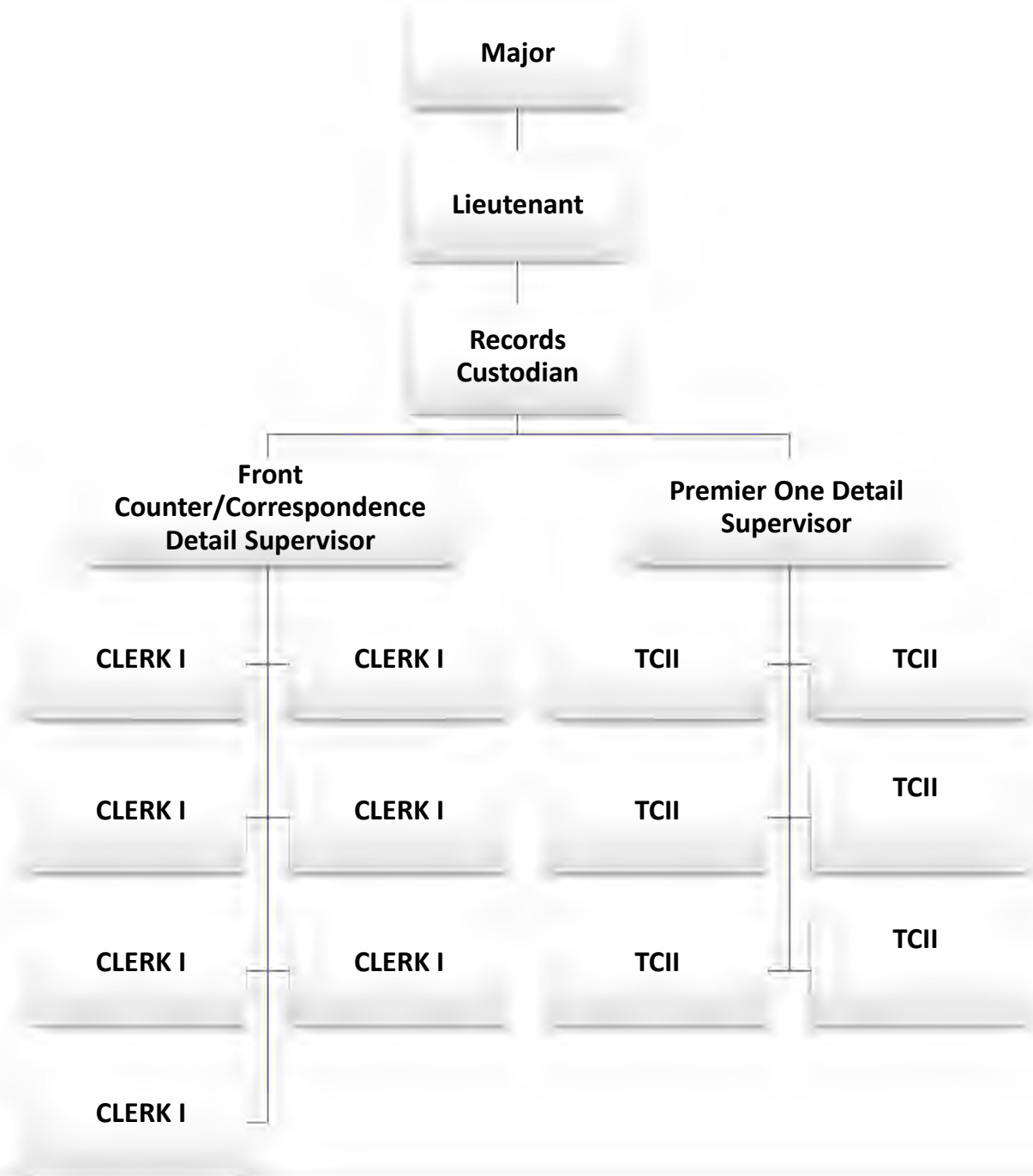
Commanding Officer
Records Unit

9/1/19

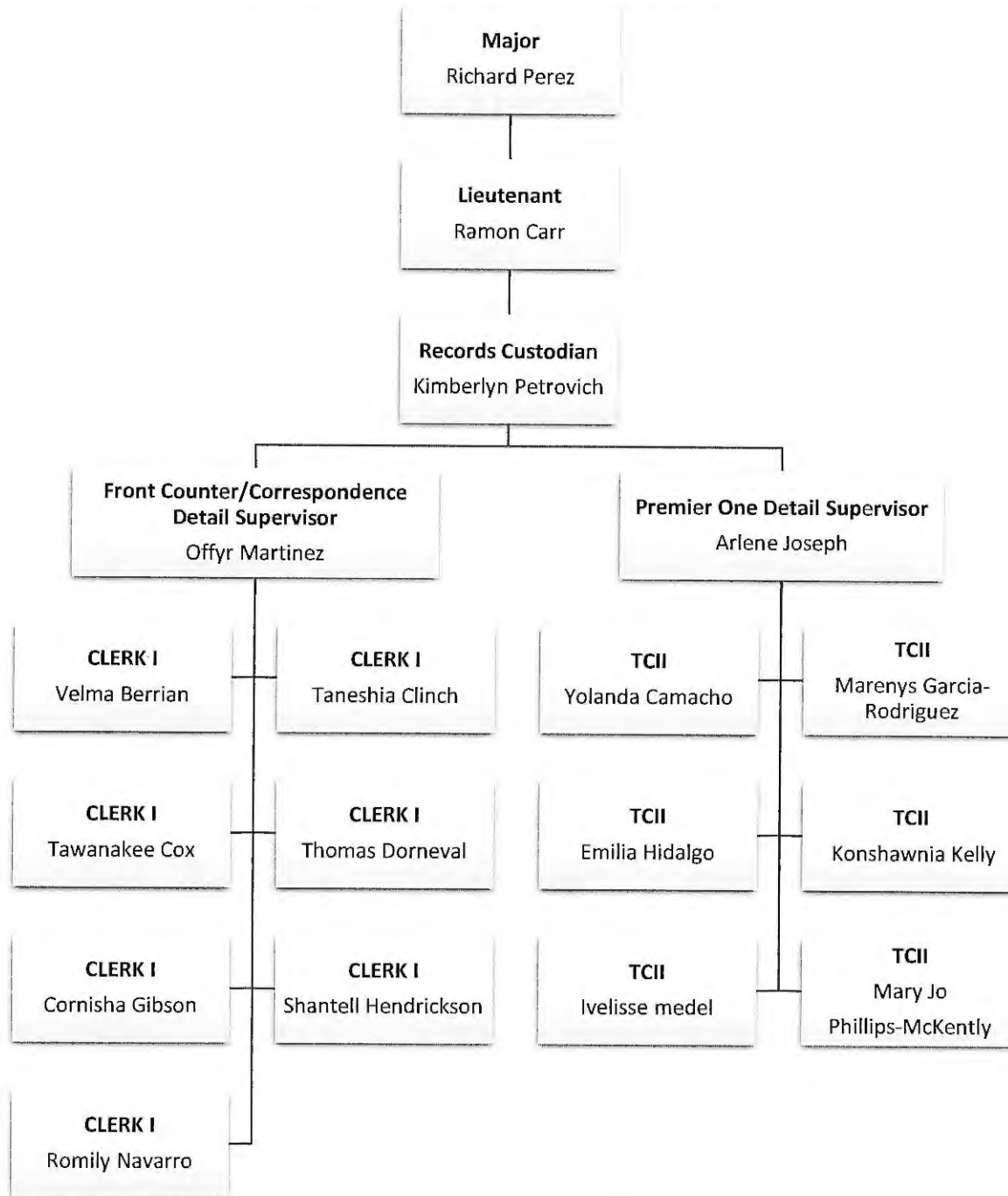
Effective Date



RECORDS UNIT ORGANIZATIONAL CHART



RECORDS UNIT ORGANIZATIONAL CHART



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

RECORDS UNIT

STANDARD OPERATING PROCEDURES

MISSION, GOALS AND OBJECTIVES

MISSION:

The mission of the Records Unit is to provide the most professional, efficient, and timely service to both members of the public and employees of the Miami Police Department. Employees of the Records Unit are to strive for excellence and great customer service.

GOALS:

The goals of the Records Unit are:

- A. To approve or reject all incident and arrest reports.
- B. To attach all property continuation sheets, arrest affidavits and insurance letters to the respective case folder in Premier One Records.
- C. To process all public requests for records kept within the unit in accordance with statutory requirements in a timely manner.
- D. To carry out all court orders to seal or expunge records.

OBJECTIVES:

The objectives of the Records Unit are:

- A. To aide the general public and sworn personnel in the retrieval and acquisition of incident and accident reports and other information contained within the Records Unit.

Commanding Officer
Records Unit

Effective Date



S.O.P. MISSIONS, GOALS AND OBJECTIVES (Continued)

- B. To provide space and security within the unit for the filing, processing and distribution of all such reports, consistent with the Department's needs.
- C. To handle all of the duties relating to orders for the expunction or sealing of criminal records within the time period prescribe by court order.
- D. To ensure that all incident reports are received and entered into the Premier One Records

City of Miami



RECORDS UNIT

EMILIO T. GONZALEZ, Ph.D.
City Manager

STANDARD OPERATING PROCEDURES

SUBJECT: DUTY HOURS AND DRESS

PURPOSE: Establish proper uniform attire and duty hours.

SCOPE: Rules for duty hours and dress code

I. DUTY HOURS

Duty Hours shall be those assigned and will be strictly adhered to unless specific permission is given by a supervisor to vary from them. Employees are responsible for notifying their supervisor of their correct address and a phone number where they can be reached if needed.

The Records Unit is open five days per week. The hours of operation are from 0600-1700 Hrs. Between the hours of 1800-0600, personnel can deposit their arrest reports, DV screens or property continuation sheets in the appropriate slot at the Records Counter. Upon arrival at 0800 hours, a clerk will inventory all reports deposited in the drop box using the Records Unit Tracking System.

Requests by the public may be made at the front counter from 0800 through 1600 hours, Monday through Friday, excluding Wednesdays and holidays, or by request through the mail. Requests can also be made online at http://www.miami-police.org/Public_Records_Requests.html or by emailing mpdpublicrecords@miami-police.org.

II. UNIFORMS

Only the approved uniform shall be worn by all Records Unit personnel while on duty. It shall consist of the light blue shirt, short or long sleeve with optional tie and navy skirt or pants. It is also optional for employees to wear MPD polo shirts.

Commanding Officer
Records Unit

9/1/19
Effective Date



S.O.P. DUTY HOURS AND DRESS (Continued)

No civilian attire is permitted to be worn in conjunction with the uniform while on duty, or when traveling to and from work.

The uniform shall not be worn while off duty except when traveling to and from work, attending court, or engaging in other departmentally sanctioned activities.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

RECORDS UNIT

STANDARD OPERATING PROCEDURES

SUBJECT: DUTIES AND RESPONSIBILITIES OF MEMBERS

PURPOSE: To establish the duties and responsibilities of Records Unit Members.

SCOPE: STRUCTURE

The Records Unit is subordinate to the Administration Division, and Support Services Section of the Miami Police Department. Numbers of personnel and classifications are subject to change based on the needs of the Unit and/or department.

I. UNIT COMMANDER

- A. Commanding Officer of the Unit.
- B. Responsible for all staff and all tasks carried out by the Unit.
- C. Preparation of annual budget.
- D. Handling of special projects.
- E. Liaison with other Units on matters affecting the Records Unit.
- F. Ultimately responsible for all staffing, scheduling and the achievement of the Unit's goals, objectives, security, etc.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P. DUTIES AND RESPONSIBILITIES (Continued)

II. DEPUTY COMMANDER

- A. Acting Unit Commander in the absence of Unit Commander.
- B. Immediately responsible for scheduling of all Unit personnel.
- C. Responsible for allocation of tasks and special projects to supervisory staff.
- D. Handling of vacations and signing payroll for all Unit personnel.
- E. Oversight of all monies processed within the Unit

III. DETAIL SUPERVISORS

- A. Immediately responsible for all tasks carried out by staff assigned to them.
- B. Disciplinary control of their staff.
- C. Handling of immediate problems arising from tasks carried out in their area of responsibility.
- D. Control of the cash register and accounting for monies handled within the Unit.
- E. Responsible for overseeing each step of the expunction function.
- F. Handling of name checks requested through the mail.
- G. Premier One Records duties and quality control checks of work performed by personnel assigned under their supervision.
- H. Such administrative tasks as shall be assigned.
- I. Maintenance of equipment and supplies for use by the Unit.

S.O.P. DUTIES AND RESPONSIBILITIES (Continued)

IV. DETAIL CONTROL

Due to the varied nature of the Unit's tasks, supervisors are responsible for coordinating and ensuring that the tasks and responsibilities assigned to them are fulfilled in a professional and timely manner, with quality and customer service in mind.

- A. Each supervisor is responsible for the functions carried out under his/her control.
- B. Supervisors are responsible for the assignment of tasks for those persons of lower rank assigned to them.

V. RESPONSIBILITIES OF UNIT CLERICAL STAFF

- A. To handle all requests for retrieval of reports from police at the public counter, over the telephone, through the mail or by bulk requests.
- B. To carry out name checks for police and public.
- C. To carry out all instructions from the Court relative to the expunction of personal history records.
- D. To review all reports entered into Premier One by patrol and investigative officers in a timely manner.
- E. To attach all Promise to Appear forms, property continuation sheets, insurance letters and DV screens to case folders.
- F. To enter ticklers into the Records Unit Database (RUDS) for all incident and accident reports not received within ten (10) calendar days from the date the call was received by the officer.
- G. To clear ticklers in the Records Unit Database (RUDS) after all requirements have been met as stipulated in the tickler.
- H. To assist officers by phone.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

RECORDS UNIT

STANDARD OPERATING PROCEDURES

PROGRAMS AND PROJECTS, OR FUNCTIONS

I. PROGRAMS

As directed by the Chief of Police

II. PROJECTS

As directed by the Chief of Police

III. FUNCTIONS

The Records Unit is responsible for the following:

- A. Receiving and inventory of reports.
- B. Receiving Crime Scene Investigations worksheets. The Records Unit will maintain the previous twelve months of CSI worksheets. Worksheets older than ten years will be destroyed in accordance with the records retention laws of the State of Florida.
- C. Retrieving active and inactive incident and accident reports via computer, microfilm, microfiche or hard copy.
- D. Preparing and selling copies of incident and accident reports in accordance with the law and department policy and collecting fees for research costs where appropriate.

Commanding Officer
Records Unit

Effective Date



S.O.P.

Programs and Projects, or Functions (Continued)

- E. Receiving and handling telephone and correspondence queries.
- F. Providing counter service to the general public during limited hours.
Providing counter service to law enforcement agency representatives during operational hours.
- G. Providing expeditious handling of all motions, notices and court orders for expunction or sealed requests.
- H. Ensuring that all monies received from sale of reports and services are accurately inventoried and deposited.
- I. Reviewing incident and arrest reports.
- J. Receiving, tracking, and scanning property continuation forms.
- K. Serving as liaison between the Department and the microfilm vendor.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

RECORDS UNIT

STANDARD OPERATING PROCEDURES AND POLICIES

S.O.P. 1.1

SUBJECT: CASH REGISTER CONTROL

PURPOSE: To establish procedures for the proper operation of the cash register and the reporting procedures for handling monies within the Records Unit.

SCOPE: The counter is open to the public Mondays, Tuesdays, Thursdays, and Fridays from 8:00 AM to 4:00 PM, and on Wednesdays for special projects only. Only supervisors or designated cashiers will be responsible for ringing up sales. When ringing up a sale, a predetermined clerk code is used. Any questions which arise over a cash register problem will be referred to the Front Counter Supervisor or to the on-duty supervisor. All the reports must be certified by the clerk. Records may be purchased at the prices set in accordance with State Statute and local ordinance. Any public record may be read free of charge, but hard copies can be obtained for a fee. Fees are posted at the counter and outside the counter area.

Name Checks	\$10.00
Incidents	\$1.00 per certified page
Accidents	\$1.00 per certified page
Non-Certified Reports	\$0.15 per page
Non-Double side Reports	\$0.20 per page
Fingerprints	\$10.00 per print
Clerk's Time	\$24.00 per hr
Courtesy Letter	\$10.00 (City Jurisdiction ONLY)

Commanding Officer
Records Unit

9/1/19
Effective Date



S.O.P.

1.1 (Continued)

Certain procedures are to be handled by a supervisor only, namely: Void; Clearance of an Error; X-out (subtotal); and Z-out (total). Any designated cashier may ring up a sale.

I. Procedure for opening register:

- A. The Counter Supervisor or designee will be responsible for opening the cash register prior to 0800 hours. The supervisor and/or the on-duty cashier will count the amount of money in the register and note it on the Cash Register Control Log. A float of \$100.00 should be in the register.
- B. The register keys are located in the place designated by the counter supervisor. Once the register has been opened, the keys are taken from the register and returned to the designated place.

II. Responsibilities of Cashiers:

- A. Only the employee designated as cashier may operate the register.
- B. Should a sale register an error, retain the cash register receipt. Bring the error to the attention of the Counter Supervisor or on-duty supervisor immediately for correction. Reconciliation (X-out) of the register is completed when the designated cashier goes on their lunch break and then again when they return to perform the duties of a cashier, to maintain accuracy of all transactions.
- C. We accept personal and business checks from citizens and Insurance Companies, for all requests. Ask for the phone number if none is printed on the check.
- D. When accepting a traveler's check, make sure the individual signs the check in your presence, and check the signature fully against the other signature appearing on the face of the check. Ask for the driver's license or other photo identification to check the signature.

E. Department policy prohibits changing bills or cashing checks.

F. A receipt will be given for all transactions,

III. There are ten (10) keys which are used for different transactions:

A. All Accident Reports.

S.O.P.

1.1 (Continued)

- B. All Incident Reports.
 - C. All Photos that are handled through ID but, rung up by Records Unit.
 - D. Clerk's time.
 - E. Name Checks.
 - F. Communications tapes that are handled through Communications, but rung by Records.
 - G. Confidential Documents from any unit but rung by Records.
 - H. Computer runs that are handled through Information Technology, but rung by Records, and for computer search of a printout performed by Records for any other Unit.
 - I. Employee ID or Key Card.
 - J. Fingerprints are handled through ID, but rung up by Records Unit
- IV. Bad Checks: Insufficient funds drafts are handled by the Finance Department. If any business proves to be a bad check risk, the Records Unit will be informed. The name of any business which has proven to be a bad check risk (two or more checks returned) will be posted on the cash register; and checks will no longer be accepted.
- V. Correspondence: Outside agencies can request copies of reports from the Records Unit, Correspondence Detail. The requestor must complete a "Special Request for Copies of Police Reports" form. The form must be properly completed showing the name of the agency, date and report number. In the case of the Public Defender's office; the name of the case to which it relates, date, and the name of the clerk should be written on the form.
- Mail, requests are given to the Correspondence Detail to be filled. The Correspondence Detail records each company or individual request filled in the Service Request database for future reference. The Correspondence Clerk records the total reports sold each day, place the cash and checks received in an envelope and hand deliver to the Counter Supervisor to be entered in the cash register for that day.
- VI. Correspondence Receipts:

S.O.P.

1.1 (Continued)

- A. After the correspondence requests have been filled, the Clerk responsible for correspondence double checks for accuracy, verifies the correctness of the checks, and totals them by category. Separate totals are shown by category: Accident reports, incidents reports, name checks, etc.
- B. The checks are keyed on the appropriate cash register keys by the Front Counter Supervisor or the head cashier, who double checks for payee and signature. The checks are placed inside the cash register drawer and the total entered in the appropriate "End of the Day Cash Report" column under "Correspondence Operations" by the Counter Supervisor or designee.
- C. Cash received through the mail will not be accepted. Correspondence will be returned for proper payment.
- D. Only foreign checks drawn on U.S.A. banks will be accepted.

VII. Refund Procedures:

- A. The following procedures should be utilized by Units which receive money from the public and subsequently may need to return said funds:
 - 1. Identify the finance ticket "DR" number on the receipt from Business Management Section and attach to the tally sheet on file, always make a copy.
 - 2. Prepare a memorandum to the Business Management Section (through channels) requesting a refund of money and briefly state the reason for the refund. The memorandum should contain the following information:
 - a) Name of person to receive refund.
 - b) Mailing address of recipient.
 - c) Amount of money to be refund.
- B. A direct payment will be processed by the Business Management Section from the information provided on the memorandum and forwarded to City Accounting for check issuance.
- C. Alternately, a supervisor can take the refund from the register. This procedure should be used for over the counter transactions or when, in the judgment of the supervisor, it is deemed more appropriate.

S.O.P.

1.1 (Continued)

- VIII. Cashing out Procedures: The counter supervisor is responsible for cashing out the register daily, Monday through Friday.
- A. The cash register will be totaled at the end of each day's shift using the "Z" key for totals of each type of sale. The \$100.00 bank will be removed from the drawer, along with the keys and the register will be locked. The \$100.00 bank is then placed in the safe overnight and used as the next business day opening funds.
 - B. The supervisor(s) will record the checks and cash in the daily cash register "Z-out" form in the computer. The Z-out tape will be checked and verified to balance the register against the cash and checks. If the total does not balance, the reason must be determined with an explanation given on the Z-out form.
 - C. The Counter Supervisor prepares a City of Miami Collections Report entering the total receipts for the day. All checks are stamped with the number of the Collections Report as well as the City Endorsement Stamp. Two deposit slips are prepared; one for the cash and the other for the checks. The Commander, or designee, will check the money and sign the Cash Register Z-out Form. The cash, checks and deposit slips will then be placed in a sealed money bag and delivered to the Property Unit where a receipt will be obtained for same.
 - D. After the daily tally sheet has been completed, the information is entered into the Daily Register Receipts file in the computer. The weekly and monthly totals are calculated by the program in the computer.
 - E. At the end of each month, the Daily Register Receipts report is printed. A copy of monthly deposits is forwarded to the Budget Unit, one is included in the Records Unit Monthly Report to the Section Commander, and a copy is retained for the Records Unit file.
- IX. Audits: Audits are performed by the City of Miami Finance Department at their discretion.
- X. PETTY CASH PROCEDURES: The Records Unit maintains a Petty Cash Fund in the amount \$100 as authorized by the Finance Director. This fund is utilized for the purpose of making change for the daily incoming public. The unit must account for petty cash by maintaining a daily transaction log as supported by Cash Register Tape. The log must be signed off by the Custodian of Fund. The Sergeant serves as the current Custodian of the Fund.
- A. Funds are kept locked in the safe.

S.O.P.

1.1 (Continued)

- B. The Public Counter Supervisor retrieves the money from the safe to open the public counter on a daily operation.
- C. A cash receipt form is prepared by a designated clerk for cash and check income received. The cash receipt form is attached on the outside of the money bag and clerk then takes it to the property unit for deposit.
- D. The cash receipt form is scanned and email to the Dept of Finance, and cc to all unit supervisors and commander.
- E. The petty cash is used to provide change to the customers at the end of the work day. The public counter register will be balance and the petty cash will be counted and return to the safe.
- F. Petty cash funds must be reconciled monthly and a Reconciliation Report submitted to the Budget Unit, to show an accounting of funds.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 1.2

SUBJECT: EXTENDED CAD/PREMIER ONE RECORDS CRASH CONTINGENCY PLAN

PURPOSE: To establish procedures to be followed during a long term crash of CAD/Premier One Records.

SCOPE: Shown in this S.O.P. are the actions which would be taken in this emergency by all units. Included herein are those actions to be taken by Records Unit personnel

- I. The Communications Unit during down-time completes a handwritten log of calls for service.
- II. Patrol Sergeants sign the reports and deliver them to the Records Unit.
- III. Premier One Records, if needed would match the reports with the handwritten Incident Log kept in the Communications Unit, giving all the information currently shown on the Incident Log printout.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 1.3

SUBJECT: DISPOSAL OF DOCUMENTS

PURPOSE: To establish guidelines for following directives from the Department of Archives in Tallahassee in handling the disposal of documents.

SCOPE: The Florida Statutes governing all matters pertaining to the disposal of records and definition of what constitutes a record are FSS Chapter 119 and Chapter 267. General Records Schedules for Local Government Agencies and for Law Enforcement Agencies have been published by the Department of Archives. These documents list all records normally in use in a law enforcement agency, appropriately numbered.

I. PROCEDURES

When records must be destroyed, reference should be made to the General Records Schedules to ascertain the instructions pertaining to the records in question. The Records Unit Custodian shall determine if the records to be disposed of are included in a blanket disposition already on file or if a retention schedule must be established.

A. Retention Scheduling Procedure: If records requested to be disposed are NOT included in a blanket disposition, a retention schedule must be established.

Commanding Officer
Records Unit

9/11/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 1.4

SUBJECT: RECORDS CUSTODIAN

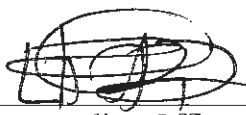
PURPOSE: To insure the proper retention, storage, response to requests for, and disposition of Miami Police Department records in accordance with Florida Statutes 119 and 92, Florida Administrative Code, Chapter 1B-24 and 1B-26.0021, and City of Miami Ordinance 11159.

SCOPE: The Department Records Custodian is the liaison between the Police Department and the office of the City Clerk, who is the Records Custodian for the City of Miami. All departmental records must be retained for the minimum retention period as established by the Florida Department of State Division of Library and Information Services, in General Records Schedule 1L (GS 1L) or General Records Schedule 2 (GS 2), copies of which are in the file drawer labeled "Records Disposition".

I. Records Disposition

A. Permission to dispose of records must be requested from the Department Records Custodian via the following procedure:

1. The Disposal of Public Records Memo and the Records Disposition Document are completed by the requesting departmental entity. Blank copies of these forms are located in the file drawer labeled "Records Disposition."
2. The above documents are forwarded to the Department Records Custodian through channels.



Commanding Officer
Records Unit
9/1/19

Effective Date



S.O.P.

1.4 (Continued)

3. The documents are reviewed for accuracy and completeness, copied and filed in the drawer labeled "Records Disposition". The original package is forwarded to the Chief of Police for approval and signature.
4. The original package, signed by the Chief, is forwarded to the Records Administrator in the City Clerk's office who will obtain the other necessary signatures.
5. When permission to destroy the records is received from the City Clerk's office, a copy of the approved package is forwarded to the requesting entity.

B. Destruction of Records:

1. Destruction of records can be accomplished by means of shredding, incineration or acid wash.
2. A certificate of destruction (original) must be forwarded through channels to the Department Records Custodian. A copy is made and filed. The original is forwarded to the City Records Administrator.

II. Public Records Requests/Subpoenas:

A. Requests for Police Department records received by the Department Records Custodian are handled in the following manner:

1. The request is assigned a number and listed in the Public Records Requests Log. A cover memo is prepared and attached, containing instructions and a due date when the documents must be submitted to the requesting party or to the Records Custodian. (Internal Affairs, Homicide, Communications, Personnel and Records Unit will respond directly to the requesting party.)
 - a. If the request is for multiple documents from different units, the request is copied and a cover memo is prepared and attached to the request for each of the involved units. Each of these requests will be assigned a separate number.
2. A copy is made of the above package and filed in the file drawer labeled "Public Records Requests".

S.O.P. 1.4 (Continued)

3. The request is logged in the computer in the EXCEL file named "Public Records Referrals" my Documents.
 4. The request is delivered to or picked up by the section/unit that has possession of the requested information. In both cases, the Public Records Request Log is signed by the person receiving the request.
 5. The Records Custodian keeps track of the request, insuring that the documents requested are delivered in a timely manner to the requesting party or to the Records Custodian.
 6. The cover memo is returned to the Records Custodian by the section/unit in charge of the requested records, indicating that the request was filled. The memo is filed along with a copy of the request, and the previously made copy is destroyed. The date received is noted in the both logs.
 7. If records are delivered to or obtained by the Custodian, the date is noted in the log. Notification is made to the requesting party of the cost involved, via fax. When payment is received, the documents are mailed. If the documents are too bulky to mail, the party is advised to pick up the documents.
- III. Subpoenas for public records received by the Records Custodian are handled as in Section II above except for the following:
- A. The requesting party is contacted to determine whether a court appearance is required. If the subpoena requires a court appearance, the section/unit in charge of the requested records is advised that they are responsible to appear. The Records Custodian will only appear if he/she can testify as to the authenticity of the records in question.
 - B. If a court appearance is not required, the instructions in Section II A above are followed.
 - C. All subpoenas should be referred to the Custodian of Records, working under the direction of the Records Unit Commander's Office. Any subpoena brought to the Records Unit by lawyers, etc., should be referred to the Legal Office except those that come from the State Attorney's Office. All subpoenas once received from Legal should be processed in the same format as a public request.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 1.5

SUBJECT: UNIT CLERK PROCEDURES

PURPOSE: To establish the procedures for the Unit Clerk.

SCOPE: Procedures and duties for the Unit Clerk.

- I. The Unit Clerk or other designated employee is responsible for the delivery and pickup of the mail at Mail Room and Information Technology Support Section.
 - A. Interoffice mail is immediately distributed appropriately by the assigned correspondence clerk.
 - B. The special project requests are placed in the designated bin for processing.
- II. Other duties to which personnel are assigned are:
 - A. The unit and personnel filing is assigned to the Front Counter Supervisor and the payroll filing is assigned to a clerk from Correspondence Detail.
 - B. Typing of letters, memos, evaluations, etc., is assigned to the Records Unit Supervisor.
 - C. Retrieving supplies from the supply cabinet for the employees can be done by any supervisor.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.1

SUBJECT: OUT OF TOWN RECOVERIES

PURPOSE: To review all Out-of-Town Recoveries of stolen motor vehicles reported by another law enforcement agency but recovered in the City of Miami's jurisdiction.

SCOPE: The Out-of-Town Recoveries where an arrest was made are reviewed by a data entry clerk and routed to the Auto Theft Unit to be reviewed by an Auto Theft Investigators.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.2

SUBJECT: REJECTED REPORTS

PURPOSE: To describe the rejection process.

SCOPE: If a report is to be rejected for deficient or insufficient information, the Report Review person will:

Enter the rejection reason into the comment section of the workflow in Premier One Records. The rejected report is then forwarded to the primary officer who entered the report. If an electronic a-form or PTA has an incorrect case report number listed it will be entered into the Records Unit tickler data base with a brief description of the problem. Notification by way of a "tickler" will be forwarded to the MPD Intranet "Records Unit Report Ticklers". MPD police personnel are required to check the Records Unit Report Ticklers on a daily basis to ensure that they have satisfied any rejected reports listed under their IBM number.

Officers and PSA's with assigned MDCs, who turn in hard copy accident reports, will be issued a tickler via the officer's supervisor requiring the officer to enter the accident report electronically via the TraCs system. In the event an officer's or PSA's computer is not functioning, the officer must complete a hard copy report and enter the report into Premier One Records once their MDC is fixed or at terminal located in any NET office.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P. 2.2 (Continued)

Officers assigned MDCs and personnel working at the front desk/reception area of any of our stations who turn in hard copy reports, will be issued a tickler via the officer's supervisor requiring the officer to enter the report electronically via the Premier One Records system. In the event an officer's computer is not functioning, the officer must complete a hard copy report and enter the report into Premier One Records once their MDC is fixed or at terminal located in any NET office.

Accountability on the rejected reports is maintained by checking for all information. If information, i.e. arrest affidavit, etc. is missing, notification will be forwarded to the report writer's Commanding Officer.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.3

SUBJECT: PROPERTY CONTINUATION REPORTS (PROPERTY LOSS LIST)

PURPOSE: To scan into the Premier One Records and FCIC/NCIC (serial number) all items reported stolen by victims of crimes against persons and crimes against property.

The supplemental/continuation reports turned into the records unit by mail or in person with (serial numbers), it will be scanned and attached to the case folder by the data entry clerk and routed to the investigative unit for the investigator to report to CIS Desk for verification. Excluding firearms, the data entry clerk must immediately notify his or her supervisor to notify the CIS Desk.

Any supplemental/continuation reports turned into the records unit, especially a firearm, should be referred to the Front Desk Officer to make a supplemental report.

Any supplemental/continuation reports mailed into the records unit, and the report contains property with serial numbers, especially a firearm, the data entry clerk must immediately notify his or her supervisor to notify the CIS Desk.

SCOPE: Continuation Reports are received by the Data Entry Detail from the victims either in person or via mail. These comprise items stolen but not reported at the time the loss occurred but after an inventory was performed by victim(s).

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.4

SUBJECT: PREMIER ONE RECORDS SUPERVISORY DUTIES

PURPOSE: To set down the duties of Premier One Records Supervisors

SCOPE: The function of this position is to oversee the operation of the PREMIER ONE RECORD. Detail, which includes supervisory, administrative and operational duties and furnishing data to the Police Records Supervisor and the Unit Commander.

- I. Supervisory Duties:
 - A. Supervise all PREMIER ONE RECORDS Detail personnel.
 - B. Supervise Front Counter personnel in the absence of the supervisor.
 - C. Check daily entry and review worksheets.
 - D. Send out ticklers for missing/problem reports and clear all ticklers.
 - E. Prioritize and assign daily work.
- II. Administrative Duties:
 - A. Insure that all work is completed.
 - B. Insure that all cases are reviewed.
 - C. Complete weekly statistical report.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P. 2.4 (Continued)

D. Disseminate information reference procedural computer changes to personnel.

E. Coordinate the entry and review of reports in order to meet UCR deadlines.

III. Operational Duties:

A. Train new personnel in entry and UCR coding of reports.

B. Check for incomplete reports and issue a tickler to Commanding officers.

C. Assist in Report Entry and Review training for sworn personnel.

D. Represent Premier One Records Detail at meetings with Unit, Section and Division personnel.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.5

SUBJECT: PREMIER ONE RECORDS

PURPOSE: To outline and describe the organization and mission of the Premier One Records Detail.

SCOPE: Premier One Records Detail is placed within the Records Unit, under the direction and control of the Records Unit Commander.

The Premier One Records Detail operates from 0600-1700 hours, 5 days a week. It is staffed by personnel for report entry and supervisors for report review along with other functions. Direct supervision and control of the daily operation of the Premier One Records Detail is undertaken by the Detail Supervisor who reports to the Administrative Supervisor.

The mission of the Premier One Records Detail is to provide computerization of all incident reports received by reviewing them in Premier One Records. This system provides uniform quality control of all case incident reports prepared by the Miami Police Department and ensures accuracy, accessibility and accountability in criminal incident reporting and record keeping.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

2.5 (Continued)

Premier One Records entry procedures are designed to assist the field officer and investigator by:

- I. Streamlining data entry into the computer to provide a searchable database.
- II. Providing investigators with more information pertaining to a case.
- III. Providing faster report distribution through the Records Unit database and the scanning feature.
- IV. Rapid retrieval of information.

Personnel will refer to the Motorola CAD manual for more complete information and directions for each Premier One Records function.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.6

SUBJECT: CASE REVIEW

PURPOSE: To describe the Case Review Function

SCOPE: Case Review is a function of the Premier One Records Detail. All reports will be reviewed and UCR coded to comply with State Requirements for statistical information.

All case incident reports that do not meet acceptable standards due to incorrect information, omissions, errors, etc. will be rejected during the workflow process. Premier One Records supervisory personnel will be responsible for rejecting reports that fail to meet Miami Police Department standards. Rejected report notices will be sent to the report writer's supervisor for appropriate action. If the rejected report is not corrected within 14 days, the report writer's supervisor will be held responsible. These case incident reports will remain in tickler status until corrected. Acceptable case incident reports will be approved during the workflow process in Premier One Records. Reports that have been corrected will be tracked and scanned into the case folder.

Reports that have successfully passed review during the previous month or earlier cases with updates during the same time will have a final UCR edit check. After the final edit, information on passing cases is sent to FDLE via tape for uniform crime reporting statistics.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.7

SUBJECT: PROCESSING PREMIER ONE RECORDS REPORT

PURPOSE: To describe the process for accounting for all incident and accident reports.

SCOPE: The main purpose of this function is to ensure that all reports (incident and arrest) are entered into Premier One Records

- I. Steps in Processing of Field Reports
 - A. Police Officer dispatched to call.
 - B. Police Officer will enter the report into Premier One Records. All required information must be entered in a legible form. Block printing is required. No long hand will be accepted.
 - C. All reports will be sent to the Sworn Supervisor group in Premier One Records. A complete review of each report will be made to include content, legibility, spelling and grammar. The reviewing supervisor will sign each report in the upper right hand corner of the first page with name and PIN Number.
 - D. All Hardcopy reports will be delivered to the Records Unit. This is the responsibility of Patrol Supervisors and must be done prior to the end of their tours of duty.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

2.7 (Continued)

E. The Records Unit will:

1. Assign a tracking number to each report.
2. Scan all reports into the Records Unit database for access by police officers and MPD Units from the crystal report.
3. Incident and accident reports will be checked against report numbers issued by Communications to verify receipt and correct case number.

II. Entry Log

To determine which reports have been work completed use the case management function.

III. Missing Reports

- A. Premier One Records will then be accessed to insure that the alleged missing incident reports have not been entered and to obtain the IBM number of the report writer.
- B. A tickler will be prepared and sent to the Commanding Officer of the district where the report was generated.
- C. When the report is received, the tickler will be cleared and the report will be entered into Premier One Records. In the case of accident reports, the report will be filed and a copy will be sent to Tallahassee.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.8

SUBJECT: U.C.R. CODING OF REPORTS

PURPOSE: To establish procedures for entering Uniform Crime Report (UCR) codes on reports entered in Premier One Records.

SCOPE: Each report entered must be UCR coded as directed by Florida State regulations.

After entry, reports are reviewed for accuracy and completeness and the correct UCR code is assigned.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.9

SUBJECT: WEEKLY REPORTS

PURPOSE: To describe the content and preparation of the Premier One Records Backlog Report, prepared for the Section Commander on a weekly basis.

SCOPE: The Data Entry Supervisor will prepare the monthly report from the Crystal Reporting System and the Records Unit Database. Weekly reports are compiled by using hard copy worksheets. Crystal Reports are compiled by overtime usage budget category by entering the current date to update new totals for the week. The Crystal Report also provides a utilization report that consists of the Premier One Records overtime use, percentages and the Byrne Grant.

- I. The Report will contain the following information:
 - A. Premier One Records Incident reports entered and Accident reports processed
 - B. Reports entered on overtime.
 - C. Premier One Records Backlog
 - D. Premier One Records In Progress Reports
 - E. Total number of Premier One Records reviewed
 - F. Vacant positions
 - G. Number of outstanding ticklers (Missing/Incomplete/Completed
 - H. Courtesy and Service requests processed and received

Commanding Officer
Records Unit

9/11/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.10

SUBJECT: DATA ENTRY WORKSHEETS

PURPOSE: To describe the content and distribution of worksheets in the Premier One Records Detail.

SCOPE: All members of the Premier One Records Detail will prepare worksheets daily for control and statistical purposes. All worksheets will be turned in at the end of each tour of duty.

- I. Worksheets prepared by Data Entry personnel will be placed into the worksheet box in Premier One Records. Entry worksheets will contain the following information:
 - A. Name, PIN Number, Date, and Day
 - B. Computer System downtime
 - C. Work Hours
 - D. Incident/Offense/Arrest and report number
 - E. Total Reports entered and reviewed

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 2.11

SUBJECT: SUPERVISORY DUTIES PREMIER ONE RECORDS SYSTEM
BREAKDOWN

PURPOSE: To establish procedures during Premier One Records breakdowns, measures must be taken to ensure the continuous control of Report Review processes. Supervisors will follow the procedures listed below with the intent of monitoring case incident flow for accountability.

SCOPE: During Premier One Records breakdown:

- I. The Supervisor will remain in Premier One Records Detail during Premier One Records breakdown unless at lunch or on a break.
- II. The Supervisor will oversee placing hard copy incident reports and arrest reports in numerical order for access into Premier One Records when it is brought back up and filing hard copy reports already entered, but not yet reviewed.

No overtime will be permitted during Premier One Records breakdown.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 3.1

SUBJECT: RELEASE OF INFORMATION

PURPOSE: To establish simple procedures whereby information is released to the public strictly in accordance with the law and departmental policy.

SCOPE: In all cases, rules governing the release of information as mandated by Florida State Statutes shall apply. Sworn and civilian employees are **not** authorized to release hard copies of police information (including incident and accident reports) to the public. Police information can only be released for **“official use only”** to judicial or law enforcement agencies. All citizens requesting police information can do so through the Records Unit at (305) 603-6475 or Records Custodian at (305) 603-6478.

- I. Sale of Original Documents: Under no circumstances will the original copy of any document be released to anyone. A request for an original document should be referred to the on-duty supervisor.
- II. Media Requests: Media requests for information will in all cases be handled by the Public Information Office during their duty hours. If a query is made after the Public Information Office is closed, the reporter is to be treated as a member of the public.
- III. Requests for Accident Reports: Accident reports less than 60 days old may not be released to anyone other than persons named on the report, their attorneys, their insurance companies or companies to which they have applied for insurance. A notarized release from a person named on the report must be presented. A newspaper that is in general circulation may also obtain copies of such reports. If the status of a requester is in doubt, the supervisor will consult the legal advisor.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

3.1 (Continued)

- A. Persons requesting accident reports less than 60 days old must present valid picture identification such as driver's license, state ID card, employment ID card or passport.
- B. The above release will be kept on file in the Records Unit until the retention period has expired.

IV. Requests for statistical or bulk information:

When a request for information requires research into any location or number of locations relative to a specific span of time, greater than a normal search could be handled, a computer run would be required. The person requesting should be referred to the Information Technology Support Section. When a request for reports requires research that occupies a clerk for 20 minutes or more, a charge will be made for the clerk's time in 20 minutes increments. The hourly charge is \$24.00 per hour. The customer's request should be referred to the supervisor on duty.

V. Deletion of Sensitive Material:

The rules controlling the release of information apply to all reports sold, whether at the counter or via the Correspondence Detail. The rules apply equally to all persons requesting copies of reports other than law enforcement officers. For the purposes of simplicity, all cases are to be handled as "open" since a case is not "closed" until it has been through all appeal procedures available in the court system.

- A. Before issuing a report to a member of the public, the following must be deleted:
 - 1. The names of juveniles
 - 2. The names of victims of sexual battery or domestic violence
 - 3. The names of victims of child abuse
 - 4. All names of suspects while a case is under investigation
 - 5. The names of witnesses to crimes while the report is under investigation
- B. Do not delete the names of offenders who have been arrested. (Note: disposition block on offender screen)

S.O.P.

3.1 (Continued)

- C. The public may be allowed to inspect and/or to make notes from a case report in accordance with departmental policy. However, this practice is not encouraged because the employee must keep the report under constant surveillance to ensure that no changes are made on the original and that it is not removed from the area. Before showing a report to a member of the public, names will be removed as appropriate.
- D. Victim's Advocates: It should be noted that Victim's Advocates are not law enforcement officers so they receive the civilian version of the report. Cooperation should be offered to them in every way possible. There is no charge for the report.

These requests are to be handled in the normal manner of release to the public with the following exceptions:

- 1. Reference to the name of a victim or witness may be left in the report with all references un-deleted if that person is the **subject** of their inquiry. References to all other witnesses and suspects will continue to be deleted.
- 2. This applies whether or not the victim in question is a juvenile.
- 3. Should the subject be a victim of a sexual offense or child abuse, the individual request will be referred to the Legal Advisor on a case by case basis.

VI. Reports Involving Juveniles:

The following information **shall not be released** to anyone other than law enforcement officers:

- ✓ All juveniles charges as delinquents
- ✓ All juveniles listed as suspects.
- ✓ All juveniles taken into custody as dependents.
- ✓ Any report where a juvenile is the victim of abuse, neglect or sex offense.

The above names may be included in the narrative. The narrative must be read and these names must be removed.

The following information may be released to the public.

- ✓ Any report where juveniles are listed as witnesses **if the case is closed**.
- ✓ Any "traffic" arrest report involving a juvenile.

S.O.P.

3.1 (Continued)

- ✓ Any report where a juvenile is a victim, other than child abuse or sexual assault.
- ✓ Any motor vehicle accident report.

VII. Availability to Law Enforcement Officers:

- A. Any Law Enforcement Officer or representative of any approved governmental agency with the power to arrest, presenting proper credentials, may as a rule peruse and/or obtain a copy of a complete case report. NOTE: Public Defenders are not law enforcement officers. Auxiliary Officers are to be treated in all ways as regular police officers.
- B. It should be further noted that the computer will access more or less complete versions of reports in relation to the person requesting. Care should be taken to match the two before printing the report.
- C. When issuing a report to a Police Officer, the merged copy or original and current report is issued.
- D. The Case Header which will print before the report will specify if there is a juvenile in the case and if the is sealed. If the case is sealed, the case should not print. If a clearance code has been issued, this will show on the header page, and the names of suspects and witnesses will no longer be deleted.

VIII. Courtesy Reports: A courtesy report is a report given free of charge to anyone, including our own City of Miami Police Department personnel. Before a courtesy report is issued, one of the following criteria must be met:

- A. The person to whom the report is issued must be a member or a retired employee of the Police Department.
- B. The report is requested by a member of the law enforcement agency.
- C. No courtesy reports will be given to individual members of the various units of City government for other than official city business.
- D. When a situation arises where the issue of a courtesy report is to be made, a Courtesy Request form should be completed. If in doubt about issuing a courtesy report, the clerk should check with a supervisor.
- E. The report should also be stamped with the "Issued To" stamp, properly completed.

S.O.P.

3.1 (Continued)

- F. The Courtesy Request are counted through the data base for the monthly report.
- IX. Hate Crime Reports: A hate crime is an incident motivated by prejudice of any kind when such motivation is made obvious to the person preparing the report. The fact that a hate crime is involved must not be revealed to the public. This information may be released to law enforcement officers.
 - A. Reports printed for the public: if the header page indicates that a hate crime is involved, the victim's name must be blocked out. Refer any questions from the public to the Legal Unit.
 - B. Reports printed for law enforcement officers: the Current Case Information page will indicate Hate Crime Report.
 - C. A copy of the hard copy of Hate Crime Report can be made for law enforcement officers only. On no account will a copy of this report be made for the public.
- X. Supplemental Reports: Supplemental Investigative reports are available only to law enforcement officers. This does not apply in the case of additional loss of articles on a supplemental report, which would be available to the public. In many cases, investigative reports are available only through the investigating officer.
- XI. Telephone Requests for Name Checks: No information regarding the arrest history of any individual may be given over the telephone. Should the caller claim to be a member of a law enforcement agency, he/she should be instructed to fax the request on official letterhead. Once the fax is received, the request will be filled as soon as possible and faxed back to the agency.
- XII. Rap Sheets: F.B.I. rap sheets are not housed in the Records Unit.
- XIII.F.I. Information: F.I. Information may be given to City of Miami Police personnel and other local police agencies where specifically requested. F.I. for 1962-84 is available on the Jamaica Fiche. Post 1984 through 1994 is on the Arrest Index.
- XIV.Civilian I.D. Information: Civilian I.D. information is only available on the Jamaica Fiche (1962-84). It may be given to members of the public as well as law enforcement personnel upon request. However, all such requests should be referred to the I.D. Unit.

S.O.P.

3.1 (Continued)

XV. Police Clearance Letters (Name Checks): A letter showing the arrest history of an individual may be sold to a member of the public upon request.

- A. Anybody can purchase a police clearance on request. No ID is necessary, nor is it necessary for them to establish a reason for requesting a name check on any individual.
- B. In cases where the individual shows no prior arrest history, the “No Records:” box should be marked.
- C. In cases where the individual has been arrested, **check the expunction database to determine if the record has been expunged.** If not, an arrest letter will be issued. Such a letter must show at which court the disposition of the case may be obtained. The only dispositions obtainable in Records are for misdemeanor arrests made prior to 1972 and handled by the City of Miami Municipal Court.
- D. All Police Clearance Letters must be signed by the clerk making the check. The City Seal must be placed over the signature.
- E. In every instance, all of the names use by the individual should be checked for a record, including last names in use by custom of another country as well as maiden or previous married names and aliases. It is always necessary to have the correct date of birth of the individual. All the checked names will then be listed on the police clearance letter.
- F. Where the request for a name check is made for a juvenile, the request cannot be filled by the issuance of a Police Clearance Letter. An exception exists when the juvenile gives permission in writing, such as for enlistment in the military.
- G. Check the following:
 - 1. The Dade County CJIS system.
 - 2. The arrest cards, which are on the microfilm, covering the period prior to 1961, to be checked only for persons born in 1942 and prior.
 - 3. The General Name Index microfiche, which starts from 1961 to the present.

S.O.P.

3.1 (Continued)

4. The Arrest Name Index microfiche, which covers the time frame when the name is taken off line and is not yet incorporated with the General Name Index microfiche.
5. The on-line (CLO1) Arrest Name Index which contains current names that are still in the system. This covers about a three year period dating back from the current date.
6. All name searches are to be checked in the Sealed File Card Index for sealant.
7. When the computer system is down, a name check cannot be completed.

When doing a CLO1 name search and "Juvs Present" flashes on the bottom of the screen, this means there is also a juvenile named on the report. The juvenile information must be deleted. Should a law enforcement office be request a search, they can be directed to the Juvenile Unit for further information.

XVI. Name Checks for Law Enforcement Agencies: In all cases where a name is being checked for a law enforcement agency and no record is found, the clerk should stamp the document, where appropriate, to indicate "no record" and sign.

If an individual should have a record, copies of appropriate documents should be attached to the list, stamped "issued to" and signed by the clerk. The completed check should be mailed or faxed to the agency as appropriate.

XVII. Name Checks by Mail: The clerk should make the checks as shown above and prepare them for dispatch by mail. The envelope should then be placed in the "mail ready" box by the counter.

XVIII. Certification: When a request is received for a record to be certified, the clerk should bring it to the attention of the supervisor. Records Unit can only certify records that are actually housed in the Records Unit. The City Seal imprint may be affixed if requested.

XIX. Exceptional Requestors: Persons asking for courtesy copies of reports and name checks:

- A. These individuals or agencies are to be treated the same as Police Officers except that they will get the merged copy of the report without the solvability factors and the administrative supplement.

S.O.P.

3.1 (Continued)

1. Dade County School Board Investigators.
 2. Gallagher Insurance Service, which makes inquiries on behalf of the School Board.
 3. Transportation Police.
 4. Counselors with the Domestic Intervention Programs.
 5. State Department of Crimes Compensation
- B. Victim's Advocates may have a copy of a report as in V. D. above.
- C. Postal Inspectors may have a copy of a report if it involves a postal vehicle or the company that rents out the postal vehicles.
- D. Special investigators from the Florida Department of State, Division of Licensing.
- E. A guardian of a juvenile appointed by the Court, on production of the relevant order.
- XX. Terminal Down Procedures: When the terminal is down for any reason, it is reported to Information Technology.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 3.2

SUBJECT: RETRIEVAL OF INFORMATION

PURPOSE: To establish procedures to follow in order to retrieve any and all information available within the Records Unit.

SCOPE: The following functions are used to retrieve information from Records Unit Database and Premier One Records.

I. Records Unit Database and Premier One Records

A. Records Unit Database – Incident and Accident reports are received in the Records Unit and logged into the Records Unit Database and assigned a tracking number that is used to track each report through each of the following:

1. Scanning – All incident and accident reports are scanned by tracking number into the Records Unit Database for housing in the MPD server and retrieval by the Records Unit employees. Reports can also be retrieved via intranet by MPD employees.
2. Report entry – Reports are entered into LRMS for retrieval of statistical information.
3. Filing – Original reports are filed in the Records

B. CARE – Instructions are listed on the screen on how to query for pertinent information:

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

3.2 (Continued)

1. CLO1 - NAME SEARCH - This function enables you to do a search by Victim/Person Reporting, Witness, Suspect/Arrest/Dependent Child, Alias, and Vehicle Owner.
2. CLO2 - ADDRESS SEARCH - This function enables you to search by location or landmark for an incident, arrest or traffic case number.
3. CLO3 - ARREST IDENTIFIER SEARCH - By entering the following numbers, you can obtain a case number: BCI#, Driver License #, or Social Security #.
4. CLO4 - VEHICLE SEARCH - A V.I.N or License # can be entered in order to obtain a case number or the vehicle owner's name.
5. CLO5 - SUSPECT IDENTIFIER SEARCH - Information such as a nick name or race and sex may produce a listing.
6. CIOO - INCIDENT SCREEN - This function makes it possible to scan page by page of an incident report.
7. CPO1 - CASE PRINT - By entering the incident case number, the function will print the incident report or reveal the page and microfilm reel number where it can be obtained.
8. GUN1 - GUN SEARCH - This function enables you to obtain the information on a gun by entering the serial number or the owner's name. This data is collected from gun registrations as submitted between 1 August, 85 and May 87 when the registering was permitted under state law.
9. PNAM - A search by PIN number of name or Miami Police Personnel which will give the Section and Unit of an employee.
10. TAAS - Search for accident report by case number.
11. PHON - List of Miami Police Department and other useful telephone numbers.

II. Microfiche

- A. Arrest Name Index - contains alphabetical listing of persons arrested prior to the last three years.

S.O.P.

3.2 (Continued)

- B. Victim Name Index – contains alphabetical listing of victims of crimes prior to the last three years.

III. LOCATING MICROFILMED INFORMATION

There are three types of microfilm:

A. Reel Film

1. All accident reports and index cards prior to 1976 forward.
2. All index cards from 1976 through 1985; 1985 to present are on fiche.
3. All offense reports and index cards from 1975 through August 1975.
4. All prisoner processing logs.
5. All gun cards.
6. Administrative files, 1982-1883 - kept in Administrative File drawer.
7. All sealed file film - kept in Sealed Files cabinets.

B. Cartridge Film

1. All Accident Reports from 1976 forward.
2. All index cards from 1976 through 1985. 1985 to present are on microfiche.
3. All offense reports and index cards from 1976 through August 1975.
4. All prisoner processing logs.
5. All gun cards.
6. All sealed file film - kept in Sealed Files cabinets.

C. COM Film

1. All CARE reports were taken off line since September 1978.
2. All of the COM film can be retrieved by using the Reader/Printers located within the unit.

S.O.P.

3.2 (Continued)

IV. Gun Card Information - A gun card registration can be obtained from the following locations:

A. On Microfiche which is located on the front counter.

B. A and B above are listed by serial number or in alphabetical order by owner's name.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 3.3

SUBJECT: DUPLICATING MACHINES

PURPOSE: To establish rules for the operation of Sharp machines.

SCOPE: The Sharp machine is operated by the Front Counter Service Detail to provide duplication of records and reports for the public and law enforcement officers. General maintenance of the machine is performed by a "Key Operator"; however, each employee is responsible for the general cleanliness of the machine and for the reloading or changing of paper when necessary. Any operating problems which arise will be directed to the shift key operator.

I. RESTRICTION AS TO USE:

- A. No personal documents will be copied. Except upon the request of the Personnel Unit or Background Investigations Unit, copies may not be made of birth certificates, military discharges, certificates of training, etc. for use in the employee's personal file.
- B. Blank forms will not be duplicated except for a small supply to cover an emergency. Persons requesting this service will be referred to the Print Shop.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 3.4

SUBJECT: MISCELLANEOUS SALES

PURPOSE: To establish a list procedures for handling the sale of miscellaneous items for other units.

SCOPE: The following items may be sold by other units through the Department:

- Mug shots
- Photographs of crime scenes
- Photographs of accidents
- Computer runs
- Investigative reports accidents
- Data from internal security files
- Data from legal files or personnel files
- Communications tapes
- I.D. pictures
- Fingerprints
- Forfeiture

Commanding Officer
Records Unit

9/11/19

Effective Date



S.O.P.

3.4 (Continued)

- I. All queries for the sale of these items should be referred to the controlling unit, e.g. photographs of accidents to ID, computer runs to Computer Liaison Unit, etc.
- II. Where relevant, a clearance form can be completed for the customer which he/she can carry to the unit.
- III. The charge for the items will be decided by the issuing unit in accordance with existing regulations. A person from the unit will accompany the customer to Records to inform the Records clerk how much money should be collected.
- IV. The Records clerk will ring up the transaction on the designated button of the cash register.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 3.5

SUBJECT: CORRESPONDENCE DETAIL PROCEDURES

PURPOSE: To establish the procedures for handling mail and bulk requests.

SCOPE: The Correspondence Detail receives all public records requests through the mail service, fax or delivery by courier to the Records Unit.

- A. All request are opened, date stamped and placed in the “*incoming request*”, in date order, to be recorded in the Service Request database and assigned a work order number.
- B. Requests are assigned a work order number, placed in the “*request for pulling*”, in date order, for Correspondence and/or Front Counter employees to locate requested reports.
- C. For each request located, the employee locating the request must fill in the attached work order with the number of the report pages located, their PIN number and the amount of time used to locate report if more than 15 minutes.
- D. Bulk requests and special projects must be clock stamped to note the beginning and the ending time an employee spends to locate requests. These figures are used to calculate the number of hours expended by the employee, then multiplied by the prescribed hourly rate to obtain the total cost to fill the request.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

3.5 (Continued)

- E. Each employee must also enter their identification number as the person filling the request. If the report was not located, is not in Miami Police Department's jurisdiction, has a wrong case number, more information is needed, or is a missing report or problem report; the employee must record findings in the comments section of the work order.
- F. Request received in Correspondence are accompanied by self-addressed envelope, a check or money to cover processing costs.
- I. Public records requests are filed and returned to the requestors on a daily basis.
- II. Checks/money orders are tallied daily and entered in the cash register for each corresponding item, i.e. accident or incident and certified or non-certified.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 4.1

SUBJECT: EXPUNCTION AND SEALED PROCEDURES

PURPOSE: To establish procedures to be followed to seal and expunge arrest records in compliance with Court Orders and Florida Department of Law Enforcement Certificates.

SCOPE: Procedures to seal and expunge arrest records in compliance with Court Orders and Florida Department of Law Enforcement Certificates.

I. Definition of Terms:

- A. Sealment of Arrest Records: Sealed arrest records are maintained and may be accessed by an order from the courts.
- B. Expunctions: Total destruction of all records of an arrest.
- C. Certificate of Eligibility: A form from Florida Department of Law Enforcement allowing the petitioner to ask the courts to seal or expunge their arrest record.
- D. Notice of Hearing: Date set by the court for the purpose of asking that the arrest record be sealed or expunged.
- E. Motion to Expunge or Seal: The filing of the Petition to Seal or Expunge Criminal history Records.
- F. Order to Seal or Expunge: Court ordering the sealing or expunction of the arrest record.

II. Procedures

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P. 4.1 (Continued)

- A. Compliance with motions, notices, and orders from the Court to seal or expunge records will be the responsibility of the Expunction Clerk (Records Unit). It is the responsibility of the supervisor in charge of this desk to have all telephone contact with Dade County on the matter of sealing and expunging of records.

- I. The following procedures will be followed upon receiving a copy of the Certificate of Eligibility or Notice of Hearing or Motion to expunge or seal or petition to seal. Both the Notice of Hearing and Motion to expunge or seal are first given to the supervisor in charge of the desk to review. Prior to taking the steps listed below it must be established that a certificate of Eligibility has been received from FDLE.

- II. The **Expungement and/or Sealment Court Order** authenticity must be verified upon receipt as follows:
 - 1. Judge signature or stamp certifying his/her name
 - 2. Seal and signature of the Clerk of Courts
 - 3. FDLE certificate of eligibility
 - 4. September 2008 Records Unit began receiving FDLE Certificate of Eligibility via mail

- III. The Suspect's arrest records must be researched on police management records index system(s) C.A.R.R. and/or LRMS and also make reference to search Jamaica Fiche and CJIS (Miami-Dade).

- IV. Once verified as a city case, stamp the official court order with the Records Received date stamp and obtain a copy of court order. Print out all arrest information that pertains to the particular subject and that specific arrest.

- V. Prepare a tracking sheet from the **Expungement/Sealment Access database by:**
 - 1. Going into the "my computer" to the U drive
 - 2. Access Records Unit database
 - 3. Find Expungement/Sealment Database

S.O.P.

4.1 (Continued)

4. Click to add Expungement/Sealment
5. Enter in corresponding information requested (only the information that is given through the arrest report and court order)
 - a. Expungement and Sealment Identification Number: Automatically formulated as information is entered.
 - b. Date received: The date that court order reached Records Unit.
 - c. Type: Kind of Court Order received (Expunge/Seal and/or Name Change).
 - d. Certificate of Eligibility: Located on the actual court order (number beginning in 826 and/or 827).
 - e. Court Case number: Located on the actual court order (Top right hand corner of paper). Usually beginning with an F (felony) and/or M (misdemeanor) and followed by a sequence of numbers.
 - f. MPD Incident number: Located on the arrest form that comes with the court order. If not, the number can be obtained based on the C.A.R.E. Premier One Records search and/or LRMS search prior.
 - g. Sequence Number: Obtain from the arrest print out from C.A.R.E. LRMS and/or Premier One Records search. Simply known by how many arrestees that are in that particular incident report.
 - h. Judge/Authority making order: Name that is certifying this court order. Found at the bottom right hand corner of actual court Order.
 - i. IBM of Records Unit Employee: Records Unit Clerk IBM.
 - j. Status: Pending/Completed.
 - k. Date of Last Update: The date that any changes were made to this particular case.
 - l. Subject Information: Can be obtained from the arrest form or from incident report printed from the C.A.R.E. Premier One Records and/or LRMS records management systems. Enter

information that is only given in either with what is listed in the processing form.

S.O.P.

4.1 (Continued)

- m. Records Check dated: The date in which you searched in C.A.R.E. Premier One Records and/or LRMS systems that were used to research the suspect(s) information.
- n. Transmittal Letter to FDLE (Florida Department of Law Enforcement): Date that a copy of court order and City of Miami was sent to FDLE in Tallahassee.
- o. FDLE Letter to MPD: Date in which FDLE set back receipt stating their discussion on a particular case.
- p. Memo to Unit Notes: Area where the clerk can make notations on case corresponding with particular suspect(s) or case.

VI. EXPUNGEMENT IN C.A.R.E:

1. Log into C.A.R.E.
2. Go to CR01
3. Enter in MPD incident number and Xmit
4. Xmit until you reach the suspect(s) that correspond with expungement order
5. Choose action "D" to delete the person of the report
6. Go to CR18 to update the changes, action "U" and Records Clerk PIN, Xmit
7. Records Clerk PIN will appear as last updated by.
8. Access the Records Unit Expungement/Sealment Database
9. Go to Edit Expungement/Sealment make changes to these particular areas:
 - ✓ Status
 - ✓ Date of Last update
 - ✓ FDLE Letter to MPD

10. Re-print processing/tracking form

S.O.P.

4.1 (Continued)

11. Place in vault until destruction time.

H. SEALMENT IN C.A.R.E:

1. Log into C.A.R.E
2. Go Seal
3. Enter in action "A", to enter in a seal case
4. Enter in the case number and suspect sequence number. It must correspond with the sequence number that is assigned to the suspect in C.A.R.E., or it will not process your information.
5. Enter in all information as it appears in the printed report
 - ✓ Name (Last, First, Middle)
 - ✓ Race
 - ✓ Sex
 - ✓ Date of Birth (mm/dd/yy)
 - ✓ Address
 - ✓ Social Security Number
 - ✓ Driver's License Number
6. Xmit, screen should read that the case has been sealed
7. Records Clerk IBM will appear as last updates by
8. Access the Records Unit Expungement/Sealment Database
9. Go to Edit Expungement/Sealment make changes to these particular areas
 - a. Status
 - b. Date of Last Update
 - c. FDLE Letter to MPD
10. Re-print processing/tracking form

- I. Upon completion of process form (tracking sheet) print a copy and attach it to the court order and the corresponding paper work dealing with suspect(s) information.

S.O.P.

4.1 (Continued)

- J. Close the screen to **ADD an Expungement**. Back at main screen of database, select form to print letter (Letter FDLE).
- K. Using the unique Identification Number right click and filter fir suspect information.
- L. Select the memo template that corresponds with the Court Order Type. Print information onto the City letterhead. Make an envelope which will be sent to the address that is located on the print out to Tallahassee address: Florida Department of Law Enforcement, P.O. Box 1489, Tallahassee, Florida 32302.
- M. The case information that is obtained should be kept in the Records Clerk possession until further notice from FDLE or the Clerk of Courts.
- N. Once the court order detailing the sealment/expunction is received by the Records Clerk, the obtained file should begin the expungement and/or seal processes. (Notice from F.D.L.E. is not needed)
- O. Make label and folder for all sealed cases and place in the vault filing cabinets (1-5) in alphabetical order.
- P. EXPUNGEMENT IN LRMS:
 1. Log on to LRMS
 2. Enter in the incident number (12 digits)
 3. Click o Person in the left hand navigator screen
 4. Select the person that is to be removed from the case, (Note: there are multiple suspect(s) in the same case – only remove the one listed on the expunge order)
 5. Go to File, select Expunge
 6. Clicking “ok” will permanently delete this event from the arrestee’s record in the LRMS database. Therefore, the event record is not deleted from LRMS.

7. Access the records Unit Expungement/Sealment Database.

S.O.P.

4.1 (Continued)

8. Go to Edit Expungement/Sealment make changes to these particular areas

- ✓ Status
- ✓ Date of Last Update
- ✓ FDLE Letter to MPD

9. Re-print processing/tracking form

10. Place in filing vault until destruction time

III. Access

Sealed records are **not** available to anyone, unless released by an order from the court. The exceptions to the rule are Department of Children and Family Services, government agencies and all law enforcement agency personnel from Background Investigations engaged in a background check.

A. As in the case of responding to a court order, persons wishing to view these files will be handled only by one of the expunction clerks or their supervisor.

B. The person wishing to view the file will be required to produce ID.

C. Make a copy of the order

D. Check ID of the requestor and make copy

E. Do AVO to file with date, time viewing, name of person viewing and name of clerk involved and file all information in the sealed file.

F. The requestor will then be required to sign the inside of the file itself. The clerk will make sure that the name and designation is clearly printed, if not, mark the name agency. The clerk will then initial and date the entry.

G. Make a copy of the order

H. Check ID of the requestor and make copy

- I. Do AVO to file with date, time of viewing, name of person viewing and name of clerk involved and file all information in the sealed file.

S.O.P.

4.1 (Continued)

- J. The requestor will then be required to sign the inside of the file itself. The clerk will make sure that the name and designation is clearly printed, if not mark the name and agency. The clerk will then initial and date the entry.

K. EXPUNGEMENT IN PREMIER ONE RECORDS

1. Log on to Premier One Records
2. Go to the Lobby
3. Then click on Case Management
4. Enter a percent (%) sign along with the last seven (7) digits of the case folder number
5. On the left hand side select Expunge; then enter the reason for the expungement.
6. Click Next to select the Individuals information that will be expunged.
7. Click Next to select the document that will be expunged and then press the "EXPUNGE" button.

L. SEALMENT IN PREMIER ONE RECORDS

1. Log on to Premier One Records
2. Go to the Lobby
3. Then click on Case Management
4. Enter a percent (%) sign along with the last seven (7) digits of the case folder number
5. On the left hand side select Seal; then select the folder and/or individual record(s) to be sealed.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 4.2

SUBJECT: DRIVING UNDER INFLUENCE

PURPOSE: To track and scan DUI Packets.

SCOPE: Driving Under Influence (Packets) is delivered by the SOS/Grapeland Building (via) PSA Delivery. These packets are Tracked and given a tracking number and scanned into the Records Unit Database Systems (RUDS) and filed. All DUI packets can be retrieved through their case number for investigations, litigations and the public. All pertinent information should be redacted, before releasing to the public as all other requests is handled. Normal fees apply.

DUI Packets are combined of:

- DUI Test Report
- Implied Consent Form
- Breathe Alcohol Affidavit
- Miranda Warnings
- Citations
- Vehicle Storage Receipts
- A-Form
- Accident Report
- Refusal to Submit Breath, Urine and Blood
- Copy of Driver License

Commanding Officer
Records Unit

9/1/19
Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 5.1

SUBJECT: HARDCOPY PROCEDURES

PURPOSE: To collect and distribute (photocopy where necessary) incident reports generated either by police officers or by PSA's.

SCOPE: Hardcopies of incident reports are collected in the Records Unit using the procedures shown below:

- A. Reports are listed on transmittal and delivered to the Records Unit. The Records Clerk verifies the receipt of the listed reports by signing the transmittal.
- B. If one or more incidents are missing, the word "missing" will be written adjacent to the incident number. All other will be checked off as having been received.
- C. Reports are scanned by the Records Unit clerk and made available through the Crystal Report system through the MPD Intranet Applications

Commanding Officer
Records Unit

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 5.2

SUBJECT: MICROFILM PROCEDURES

PURPOSE: To establish a procedure for filling requests for microfilm services received from other units in the department, and to show the duties of Records Unit clerks with regard to microfilm received from the Department of Computers.

SCOPE: All microfilming is done off-site by a contractor engaged by the City of Miami. Records Unit is the responsible entity through which all requests for microfilm services are processed. Computer output microfilm (COM film) is produced by the Department of Computers.

- I. Requests From Other Units for Documents to be filmed:
 - A. Request for microfilming of records should be made by redline memo to the Commander of the Records Unit and must include a detailed description of the records involved. Only records within a retention requirement of longer than three years, per general records schedules GS1 and GS2 can be microfilmed or scanned. Documents must be in the correct order (numerical or alphabetical) with all staples and paper clips removed.
 - B. Documents for filming or scanning will be picked up from the requesting unit by the selected microfilm contractor. Completed film will be returned to the requesting unit for quality approval. The documents will then be destroyed by the contractor or returned to the requesting unit for destruction at the direction of the Support Services Section's Records Custodian after approval has been obtained for the City of Miami's Clerk's Office.

Commanding Officer
Records Unit



S.O.P. 5.2 (Continued)

II. Microfilming and Destruction of Records

- A. Microfilming and destruction of records must be made via memo to the Records Liaison of the Section involved. The memo must include a detailed description sufficient to evaluate the records on the basis of their administrative, fiscal, legal and historical values.
- B. The Section Records Liaison will make a determination of what further steps are required based on the description of the records involved.
- C. The Section Records Liaison will forward the completed documents, through channels to the Department of Records Custodian in the Information Technology Support Section who will obtain the necessary approval from the City Clerk and notify the parties involved when they may proceed with the destruction.
- D. Destruction of records must be accomplished via shredding or burning. Verification of the destruction of the records must be forwarded through the Section Division records Liaisons to the Department Records Custodian who will keep all records disposition documentation for the Department.

III. Procedure for Processing COM Film:

- A. COM film is delivered to the Records Unit to be reviewed for readability and print clarity then inserted into cartridges. Two copies are received.
- B. If the film quality is not acceptable, the film is returned to DOC for correction. A log is maintained to track this process.
- C. Both copies of acceptable film are inserted into cartridges and labeled. One copy is kept in Records Unit. The duplicate copy is sent to the offsite storage facility.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 5.3

SUBJECT: MICROFICHE MANAGEMENT

PURPOSE: To establish procedures to be followed reference Records Unit's microfiche.

SCOPE: Procedures for Records Unit Microfiche management

I. ORIGINAL FICHE

A. Original microfiche is maintained in the three ring binders labeled according to type.

B. Shown below are those rules pertaining to the retention of fiche:

1. VICNAM-The final set for the year will be maintained indefinitely.

2. NAME INDEX

a. An up-to-date set will replace the one that is held on file.

b. The most recently corrected Jamaica.

c. Incident Log fiche will be retained indefinitely.

C. The receipt of the fiche and the status will be logged.

II. STORAGE

Commanding Officer
Records Unit

Effective Date



S.O.P.

5.3 (Continued)

- A. It should be noted that different types of microfiche may be stored next to one another. Silver halide, diazo and vesicular film can each destroy the other if stored side by side.
- B. When microfiche is to be destroyed, it should be done by cutting into small pieces.

III. RETENTION OF INDEXES

- A. At year's end, complete sets of VICNAM and NAME INDEX microfiche are to be placed in the fireproof box.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 6.1

SUBJECT: AREA SECURITY

PURPOSE: To establish rules for the security of the Records Unit.

SCOPE: The Records Unit is a secure area, and unauthorized personnel are not permitted to enter or search the files.

- I. Personnel are prohibited from entering the area occupied by the Records Unit unless in the proper performance of their assigned duties. Entry to the Records Unit is via the front door (Only). The back elevator is for emergency use (Only). Justification for entrance will be determined by the commanding officer of the Records Unit. Entry may also be approved by a Records Unit Supervisor or, in the absence of same, the senior clerk on duty.
- II. Any person who is unknown to the Records Unit staff may be challenged by any member of staff and asked to produce identification.
- III. Should the individual challenged be unable to do so, the supervisor must then be called. If no supervisor is available, an officer from the Information Desk should be called.

Only the area in front of the counter is open to the public. No member of the public may come into the Unit unless specifically authorized to do so. Except in unusual circumstances, police personnel should also request records across the counter.

Commanding Officer
Records Unit

9/1/19

Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 6.2

SUBJECT: MANDATORY READING

PURPOSE: To establish methods for disseminating information to all Unit Personnel.

SCOPE: Methods for disseminating information to all Unit Personnel.

- I. When information needs disseminating to all Unit Personnel, one of two methods will be used.
 - A. In Cases of Major Importance: A memorandum will be written and handed individually to each member to be read and signed. A copy of this memorandum will then be placed on the mandatory reading notice board for later reference. The original will be filed.
 - B. In Cases of Lesser Importance: The notice will be placed on the mandatory reading notice board to be read as soon as possible by each member.
- II. Copies of all bulletins are filed on clipboards and are readily available to all members at all times.
- III. It is the responsibility of each member of the Unit to check the notice boards and clip boards for currently published instructions and information on a routine basis and specifically on return from vacation or other extended time away from duty.
- IV. Departmental Publications:

The Unit's copy of the Departmental Orders Manual and the Records Unit Standard Operating Procedures will be available in the Administrative Office for use by Records Unit personnel.

Commanding Officer
Records Unit

9/1/91
Effective Date



City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 6.3

SUBJECT: FIRE EMERGENCY DRILL AND PROCEDURE

PURPOSE: To establish procedures to be followed by Records Unit personnel during a fire emergency or drill.

SCOPE: Following are the general instructions to be followed in case of fire and fire drill:

- I. Personnel handling machines are to see that they are switched off. This includes all typewriters, Xerox machines, reader/printers, etc.
- II. Each person will take his/her personal belongings and proceed in an orderly fashion out of the front door of the Records Unit. They will then leave the building via the Employee's West Exit Door and go to the grassy area behind the building by the nearest route.
- III. The designated Fire Marshal will direct all personnel from the second floor using the West Exit, out of the building.
- IV. The Records Unit Supervisor will be responsible for seeing the Unit is clear of personnel and that all machines are switched off. He/she will then empty the cash register, place the money in the envelope provided and locks it in the safe, provided there is enough time. When there is a drill or when there is not enough time, the money will be left in the cash register and the register will be locked.
- V. The Unit Supervisor will join the other employees in the grassy area during an actual fire. During a drill, he/she will remain in the Unit for Security.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

6.3 (Continued)

- VI. Should there be no designated Fire Marshall or supervisor on duty, the Senior Clerk will act as Fire Marshal and personnel will proceed as above. The bank money is to be left in the cash register.
- VII. Should the fire occur at the Records Unit entrance area, personnel will exit through the Credit Union office adjacent to the Records Unit. They will then exit the building through the main entrance to the grassy area.
- VIII. Should the fire occur within Records, all personnel will leave the area. The supervisor will raise the alarm in the most expeditious way possible.
- IX. There are three fire extinguishers located in the unit:
 - A. To the right of the middle door as you exit Records;
 - B. To the right of the entrance of the Correspondence Detail room;
 - C. In the rear of the office by the entrance to the back room.
- X. The following directions should be followed for using a fire extinguisher:
 - A. Pull pin, hold unit upright.
 - B. Free hose, aim at base of fire, and stand back 8 feet.
 - C. Squeeze handle, sweep side to side.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 6.4

SUBJECT: HURRICANE AND EMERGENCY PROCEDURES

PURPOSE: To set procedures to be followed in Records Unit in the event of a hurricane and other emergency conditions.

SCOPE: In the event that a hurricane is threatening to strike Miami and orders are received that non-essential personnel will vacate the building, the procedures detailed in the annex to this order will be carried out.

PROCEDURES FOR HURRICANE

- I. Before the Storm
 - A. Within the final 24 hours before a hurricane is due to pass over Miami, the Unit Commander will decide; in accordance with the severity of the impending storm, what steps must be taken to secure the Unit.
 - B. Staff will be released to return to their homes as quickly as possible after the hurricane warning has been declared.
 - C. Supervisors will ensure that all papers have been cleared from desk tops and other open areas and placed in their file cabinets. They will also ensure that machines are unplugged, except those for immediate use of counter staff.
 - D. When the Unit Commander deems it wise, service to the public will cease, the cash register will be cleared and all money, including the float, locked in the safe. The cash register will be unplugged.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P.

6.4 (Continued)

- E. The Unit Commander or designee will make a final check of the Unit and report to the Section Commander that Records is secure.
- F. In accordance with the Hurricane Response Plan, Records Unit may be utilized in the mobilization of sworn personnel. In this event, the relevant EML will be delivered to the unit with written instructions as to the message to be delivered. Each officer will be telephoned and the message will be read to him/her. Notation will be made if there is no answer, no working phone or if the message is left with a second party.

II. During the Storm

- A. Staff will remain at home or in safe shelter until the storm has passed.
- B. Each individual is responsible for remaining tuned to local radio programs and responding immediately to any call for a return to work.
- C. Routine public records requests will not be served.

III. After the Storm

- A. As soon as roads are passable, the Unit Commander will return to work to assess any damage.
- B. Supervisors and staff whose duty hours fall at that time should also report for duty.
- C. Where possible, telephone calls or radio messages will indicate the need to return to work. Failing this, staff should use their initiative in reporting for duty as soon as conditions make this possible.
- D. Staff should return to work at their appointed time.
- E. Staff should report to duty prepared as follows:
 - 1. In clothing suitable to inclement weather
 - 2. With a change of clothing securely wrapped against soaking, in case of drenching on the way to work.
 - 3. With enough food and drink to cover their duty hours.
 - 4. With flashlights/radios in case of continued power failure.

S.O.P.

6.4 (Continued)

PROCEDURES FOR EMERGENCIES

- I. There are two basic types of civil emergencies:
 - A. Where street movement is restricted by a widespread emergency.
 - B. Where the emergency is confined to a limited areas, but large scale mobilization is called for.

In either instance, it is the role of Records Unit to provide uninterrupted service to the police and public.

Records Unit may be utilized in the mobilization or sworn personnel. In this event, relevant E.M.L. will be delivered to the unit with written instructions as to the message to be delivered. Each officer will be telephoned and the message will be read to him/her. Notation will be made if there is no answer, no working phone or if the message is left with a second party.

- II. Restricted Movement e.g. Civil Disturbance
 - A. Should an emergency of this type be declared the Unit Commander or designee is to be informed immediately by the supervisor or senior clerk on duty whether the commander is on or off duty.
 - B. The Unit commander or designee will report to the Unit and at that time determine whether additional staff will be required.
 - C. Working within orders pertaining to the given emergency regarding restrictions such as curfew, the Unit Commander will contact individual members of staff with instruction.
 - D. In case of a breakdown of telephone service, all supervisors and staff should remain tuned to the radio pending instructions.
- III. Unrestricted Movement e.g. Aircraft Crash
 - A. The Unit Commander or designee should be contacted immediately by the supervisor or senior clerk on duty.
 - B. The Unit Commander or designee will report for duty and at that time determine whether additional staff will be required.
 - C. Unless specifically contacted, all other staff will report for duty at normal times to fulfill their normal tour of duty.

City of Miami



EMILIO T. GONZALEZ, Ph.D.
City Manager

S.O.P. 6.5

SUBJECT: DISATER RECOVERY PROCEDURES

PURPOSE: To establish procedures to be followed in the event of a local disaster, such as a fire or flood, occurring within Records Unit.

SCOPE: Procedure for a disaster

I. Paper Records

A. If paper records become damp, they should be separated with extreme care. If necessary, where ink bleeding occurs, they may be blotted. They should then be hung up to dry by the corners, utilizing ordinary string and paper clips. This should be done within the unit to maintain security and accountability.

B. Should paper records become sodden with water, they should be left untouched and no attempt made to separate them. If these papers are freeze dried by experts, there is a greater probability of their being separated without loss of information.

C. Very little can be done to retrieve papers damaged by fire, but they should remain untouched until examined by experts.

II. Microforms

A. Microform/fiche records should be maintained completely submerged in clear water, in the event of water damage, until they can be handled by experts for reprocessing. Note that microforms are developed by a wet process.

Commanding Officer
Records Unit

9/1/19

Effective Date



S.O.P. 6.5 (Continued)

- B. Microforms contaminated with salt water should be washed in fresh water before submersion in clear water, since salt water is corrosive.
- C. Microforms become brittle under intense heat. Again they should be submerged, if moving them can be accomplished, to wait reprocessing.

III. Reconstruction

- A. It is intended that irreplaceable records shall, as far as possible, be maintained in fire proof file cabinets. At this time, we are including only sealed files, sealed file film, Notices and Motions, and juvenile transfers in this category.
- B. Duplicates of microfiche indexes are being maintained in a like container in Section HQ. These files are updated annually or on an as needed basis.
- C. COM film is duplicated and originals held in archival storage in National Underground Storage.
- D. No provision is made, apart from normal safety precautions, to maintain duplicates of any other files. These files could be recreated from other sources, or are so old as to be beyond mandatory maintenance requirements.

IV. Security

- A. In the event of a local disaster in Records Unit, routine access to the unit will continue to be restricted to Records Unit personnel.
- B. Experts hired to examine the scene and perform any reconstruction work should be authorized for access through Department security systems.
- C. Sensitive records being removed from the scene should be accompanied by a member of Records Unit staff during reconstruction.

V. Safety

It should be noted that in all cases, the matter of access to Records, after a disaster, would be dependent upon expert appraisal of structural security and freedom from contamination. Security for these experts would be in the hands of the Department