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**CSU FULLERTON POLICE DEPARTMENT
GENERAL ORDER NUMBER 7-5**

POLICE RECORDS PROCEDURES

SUBJECT: Police Records procedures for Police Services, Records, Campus Key Control and Live Scan Fingerprinting.

PURPOSE: The purpose of this order is to outline the functions, procedures and responsibilities of the department's Police Records and its personnel.

POLICY: It is the policy of this Department and its employees to be professional, courteous, and service-oriented in assisting the public and campus community for services provided at the University.

PROCEDURE:

I. Records Operations

A. Police Reports Request Procedures

1. Requesting a Police Report: Requesting person must complete a Police Report Request form, provide a picture ID and are notified that processing may take 7-10 working days to complete.
2. All request forms are routed to the Records Supervisor for approval and authorization.
3. University Police Records are maintained as confidential and cannot be disclosed except by upon approval from the Records Supervisor or other authorizing personnel. Front Office personnel will not disclose police reports without signed authorization, with the following exceptions:
 - a. Parties involved in a traffic accident may request a copy of the traffic report including statements, sketches, and diagrams. Refer the requester to Buy Crash for online copy.
 - b. To substantiate an insurance claim, theft victims may request a copy of the first page of theft reports.

B. Authorized Release of a Police Report

1. Confirm requester's identity using California Driver's License or a University picture I.D. If identity cannot be substantiated, report will not be released.
2. Confirm report has been stamped with the Department release and **"Police Report Do Not Copy"**.

3. Scan and attach report request form to designated case or incident in RIMS.
4. Verify the requester's name is listed on the report. If this cannot be done, refer the requester to the Records Supervisor or the Watch Commander.
5. Collect required copy fee and issue a receipt when the report is released.

C. Records Checks

1. The University Police Department does not release any Criminal History information and refers these requests to the Department of Justice.
2. Before any record check in the RIMS master name file can be made, the requester must demonstrate a need and right to know.
3. The requester must present identification, a notarized and signed authorization release waiver.
4. The Records supervisor or a dispatcher checks the master name file.
 - a. When there is no record, stamp "No Record", sign and return to requestor.
 - b. If there is a record, stamp with "Record", provide case/citation number, sign and return to requester.
 - c. Scan and attach notarized form to case or citation in RIMS.

II. University Key Control and Issuance

NOTE: For the purpose of simplification in addressing the current dual-policy Key Control situation, keys will be referred to as follows:

Yellow Card Key Request: Keys issued to cabinets, desks, specialty locks; are requested on yellow request specialty keys cards.

Blue Keys Card Key Request: Keys issued to the rooms in the buildings; are issued on blue request cards and designated as NKeys.

- A. University Police shall be responsible for issuing and recovering all University-issued keys with the exception of College Park and Titan Hall.
- B. Yellow Card Key Requests:
 1. All incoming key requests shall be checked for completeness, date stamped, and sent to the University Lock Shop.
 2. Once keys are issued to Police Records by lock shop, the request (s) with attached keys are filed in pending files alphabetically to await pick up.
- C. Issuance of Yellow Card Keys:
 1. Verify the employee's identity via a Campus Wide ID card, State of California driver's license, or ID card.

2. Have the recipient verify the keys and sign and date for each key received on the key card. File the yellow key request card in the yellow card file alphabetically.

D. Return of Yellow Card Keys:

1. Once an individual no longer requires the special made key, they are returned to the department head or authorized signer.

E. Issuance of Blue Card Key Request:

1. Blue key cards are given to the requestor by their department and require an authorized signature. The requestor brings the request card to University Police and the keys are issued.
2. The employee's identity is verified via a Campus Wide ID card, State of California driver's license, or ID and authorized signature is verified.
3. Key Control personnel looks up the requested room and retrieve a key with the correct N hook number.
4. Blue card information is entered into key management software.
5. Key copy number(s) are recorded on the blue card and the requestor signs for the key(s).

F. Return of Blue Card Keys:

1. Key(s) are accepted and the key and numbers verified.
2. The return information is updated in the key management software system and the key placed back into the key file cabinet.
3. Locate and pull the individual's key signature card from the blue key card files. Record the date each key was returned along with your initials in the space provided on the key signature card. Re-file the card if the person still has outstanding keys or place the card in the shred bin if all the keys on the card have been returned.

G. University Keys Reported Lost or Stolen:

1. University Police personnel shall dispatch an officer for stolen key report to be filled by the reporting party.
2. Responsible individual will pay all outstanding fines pertaining to lost keys in department payment kiosk. A receipt will be e-mailed to the individual.
3. The University Police employee issue a receipt for all required fines per the approved Campus Key Policy.
4. The original receipt is filed in the Lost or Stolen Key Binder, alphabetically by last name.
5. The key signature card is pulled and notations made to indicate the lost keys and date reported on the card. The key information is updated in the key management software system.

- H. Found State Keys:
 - 1. All found University state keys will be looked up in the Key Management Software system and police records personnel will notify the owner.
 - 2. If the owner does not respond within one week the keys will be returned to the key and taken off the owner's blue card and recorded in Key Management Software.

- III. Property Separation Clearance Forms:
 - A. Faculty/staff/students are required by their departments to attain property clearance when they become separated from the University. Requests are in person or sent by email.
 - B. Upon request, University Police will check the Key Management Software to validate the return of all state keys issued to the individual.
 - C. Once all keys have been returned the University Police clearance will be signed off and the form returned to the individual or electronic clearance notification sent.
 - D. In the event that keys may be lost or missing, property separation cannot be attained until the proper reporting procedure in part G of Section II has been completed and all fines are paid.

- IV. Live Scan
 - A. University Police provides Live Scan fingerprinting services Monday – Friday on a walk-in basis. Applicants provide a Live Scan form, billing number and are required to pay all DOJ and/or FBI fees plus a rolling fee.
 - B. Live Scan applicant information and electronic prints are forwarded electronically to the DOJ where records check will be done and clearance information is then sent to the requesting agency or private party.
 - C. All mandatory fields on the Live Scan request form must be filled in and verified by a valid State or Federal government ID.
 - D. Once the applicant is fingerprinted, the original Live Scan request form shall be kept and logged into the live scan database. The applicant shall receive two copies of the Live Scan form: one for the requesting agency and one for personal records.
 - E. Agencies which have prearranged billing with the University Police Department and In-house UPD applicants are processed at no charge.
 - F. Students, faculty, staff, and volunteers sent by any University Department for a background clearance will be fingerprinted electronically and prints will be forwarded to the DOJ and/or FBI as needed. [CALEA 91.1.3]
 - 1. A background check will be done and clearance information will be filed and stored for a minimum of one year.

2. Any criminal history response information from the DOJ or FBI will be given to Command Staff for notification to Human Resources personnel.
3. Criminal history results will also be filed and stored for a minimum of 3 years.

V. Police Services

A. Telephone Protocol

1. All telephone calls shall be answered, "University Police, this is (your name) how may I help you?"
2. General information questions shall be answered without transferring the call, whenever possible.
 - a. All personnel shall know and understand the general operations of the Department.
 - b. Questions or requests beyond your knowledge shall be referred to the appropriate employee.

B. Requests for Police Services or Assistance

1. Obtain the caller's name, his/her location on campus, the telephone number, the type of report/activity requiring assistance, the location of incident and contact Dispatch.

EXCEPTION: If the call is urgent--~~Crime in Progress~~, contact Dispatch immediately.

2. For Medical Aid Incidents, immediately call 911.

C. Door Unlock

1. Transfer call to Dispatch to have University Police open office or classroom.
2. Door unlocks will be provided only for authorized persons. Obtain the caller's name, his/her location on campus, the telephone number, the room number and provide information to the Dispatcher.

D. Lost and Found Property--All lost and found property shall be handled as indicated in General Order Number 7-10.

E. Vehicle Service Requests

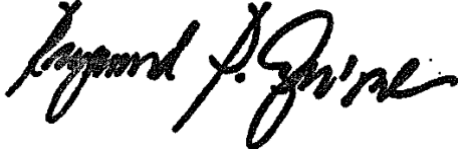
1. Services are provided for vehicles parked on University controlled areas only. Parking officers will provide battery jump-starts with exception of the first three weeks of the semester and end.
2. Parking and Police Officers **DO NOT:**

- a. Change flat tires
 - b. Perform minor automotive repairs
 - c. Provide gasoline
- F. Parking Services--Parking permit, ticket and boot inquiries shall be referred to Parking and Transportation Services, ext. 3082.

Reviewed BY:

G.Dack

APPROVED:



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Chief of Police