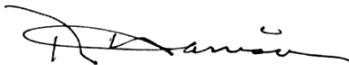


TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Communications & Records Section		
NUMBER	1108.04	EFFECTIVE DATE	March 18, 2011
Scheduled Review Date	August 30, 2018	ISSUE DATE	March 18, 2011
Date Reviewed	July 20, 2017	REVISION DATE	July 20, 2017
APPROVED BY		ALEAP Standards	9.01; 9.02; 9.03; 9.05; 9.06; 9.07

I. Scope and Purpose

- A. This policy regulates access to the Central Records & Communications Section and provides operational guidelines concerning security, radio and phone system recording / playback function, and access to the Criminal Justice Information Systems (CJIS).

II. Policy

- A. The ability to communicate and maintain control of its records is a critical necessity for the Texarkana Police Department. In order to maintain a reliable and effective communications system, the maximum level of security for each component of the communications network must be provided. The ability for Central Records & Communications (CRC) personnel to operate and function in an environment that remains as free as possible from unnecessary distractions and disruptions is vital. It shall be the policy of the Texarkana Police Department to limit the personnel who shall be allowed access into the CRC Section.
- B. All members of the Department shall recognize and adhere to the guidelines set forth within this policy.

III. Procedures

- A. The Central Records and Communications Section (CRC) shall remain a secured, limited access facility that is secured from the general public. Police department personnel who maintain ready access into CRC is limited to police supervisors. Without approval from their immediate supervisor, officers and non-sworn members of the police department are not permitted to enter the CRC section.
1. Entry into the CRC section is controlled by the Bi State Justice Center's electronic proximity cards which are controlled and issued through the building's security office. Department personnel who enter into CRC should utilize their issued electronic proximity card to gain access into the area.
ALEAP 9.02
- B. CJIS
1. The police department's access to ACIC and NCIC shall be managed, controlled and maintained by personnel assigned to CRC. All personnel having authorized access to these systems shall

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adhere to all laws, procedures and operational guidelines that govern the lawful use of these law enforcement systems. [ALEAP 9.07](#)

- C. CRC shall remain operationally active and appropriately staffed 24-hours per day, seven days per week to ensure appropriate access by the public. [ALEAP 9.01](#)
- D. CRC phone and radio systems allow for the recording and storage of all incoming phone lines as well as police radio communication occurring on the *AWIN* system. Personnel assigned to CRC shall ensure all files recorded from phone lines, the 911 phone system as well as radio transmissions occurring on the *AWIN* system can be retrieved and replayed whenever necessary. [ALEAP 9.03](#)
- E. CRC personnel shall ensure the *AWIN* radio system that facilitates emergency communication between police officers in the field and the communications center is monitored and remains viable 24-hours per day, seven days per week. [ALEAP 9.06](#)
- F. CRC maintains appropriate access to the *Public Safety Answering Point (PSAP)* that automatically grants immediate public access to emergency police services through a single phone number (911 system). [ALEAP 9.05](#)
- G. Although Department supervisors are granted access into CRC, access to any computer or any piece of radio equipment must first be granted by the Chief of Police or his designee. The conduct of those personnel granted access into CRC pursuant to this policy must be presented in a manner that creates the least amount of disruption to the operation as possible.
- H. Personnel who have been allowed entry into the CRC section must have a valid reason for entering. Loitering inside CRC is strictly prohibited, and personnel should limit their activity and depart the section as soon as possible.

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