



ALBUQUERQUE POLICE DEPARTMENT
ADMINISTRATIVE SUPPORT BUREAU ORDERS

SOP 8-13

Effective: 01/14/16 Review Due: 01/14/17 Replaces: 06/11/15

8-13 POLICE INFORMATION UNIT (PIU)

8-13-1 Policy

It is the policy of the PIU to provide assistance to citizens by writing police reports received via the telephone and in person, to retrieve police reports, and provide information in a courteous and efficient manner.

8-13-2 Definitions

A. Suspect Information

The caller or someone else knows the person, or where to find the person who committed the crime, or you have a license plate number of the vehicle the suspect(s) were in. A physical description alone is not considered suspect information that would require an officer response.

8-13-3 Rules and Responsibilities

A. Supervisor

1. The PIU supervisor shall supervise and direct the activities of assigned personnel.
2. Annotate, update, and maintain a training file folder for each unit employee.
3. The Unit Supervisor will be responsible for the following:
 - a. The establishment of unit procedures for the Police Information Unit.
 - b. The supervisor may authorize exemption of the fee for copies.

B. Technicians

1. The insurance personnel receive and processes insurance company and mailed citizen requests for report copies. Non-confidential reports are photocopied as requested and receipts are issued for cash received. The reports and receipt are then mailed to the requestor.
2. The Insurance personnel contacts the following:
 - a. General public by mail
 - b. Insurance companies by mail, facsimile, or counter service.
 - c. City accounting division in person to turn in monthly accounts receivable forms.



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3. The insurance personnel issue credit to responsible insurance companies that agree to pay for report copies on a monthly basis. Personnel post all processed requests and money received in a monthly ledger.
4. Bookkeeping Responsibilities:
 - a. Maintain all accounts and issue credit memos about personnel insurance sales.
 - b. Prepare accounts receivable form for each insurance account at the beginning of each month. Forms are then forwarded to city accounting for monthly billing.
 - c. Checks will be stamped with the stamp provided by the city's department of finance and management.

C. General Operations

1. The Police Information Unit handles many documents that are of a confidential nature. All personnel are to refrain from discussing information about statements, documents, search warrants, etc., with anyone outside the Department.
2. The PIU is responsible for writing reports for:
 - a. Lost items
 - b. Fraud
 - c. Identity theft
 - d. Informational reports
 - e. Larceny/auto burglary/auto theft without suspect information.
3. Vague or generic descriptions do not constitute suspect information.
4. The PIU is responsible for the release of requested documents to citizens, attorneys, public defenders, private investigators, and the media. Documents for release are as follows:
 - a. Offense reports
 - b. Accident reports
 - c. Background checks.