DUBLIN POLICE DEPARTMENT

**STANDARD OPERATING PROCEDURE**

**SECTION: M-008 POLICE CLERKS**

**EFFECTIVE DATE: 1 NOV 2006 NUMBER OF PAGES: 6**

**REVISED DATE: 14 SEPT 2023 DISTRIBUTION AUTHORIZATION:**

**STANDARD COVERED: *CHIEF KEITH MOON***

**N/A**

**I. PURPOSE**

To establish guidelines, responsibilities, and procedures for personnel assigned to duties as police clerks within the Dublin Police Department; this SOP applies to assigned police clerks and others who temporarily assume clerk duties.

**II. OVERVIEW, SCOPE, AND GENERAL DUTIES**

A. Police clerks are a vital part of the Dublin Police Department. Clerks perform a myriad of duties on an ongoing basis and are an integral part of several processes including report processing, arrest/booking, GCIC, warrants, administration, and serving the public. This policy will cover these and other functions of the clerks.

B. This policy applies to assigned police clerks and others who temporarily assume clerk duties. Overall, it applies to all employees of the Dublin Police Department.

C. General duties of department police clerks include, but are not limited to: interaction with the public, answering the switchboard and telephone, taking messages, managing GCIC, processing arrests, processing citations, processing warrants, maintaining the jail roster, accomplishing required reports, accomplishing required paperwork, and appropriately filing paperwork. This policy will not provide step-by-step instructions for each function that police clerks must accomplish; it is designed to address the basic duties and processes required. Step-by-step instructions will be provided in training.

**III. SHIFT ASSIGNMENT / ADMINISTRATION**

A. Police clerks are assigned by schedule, which is provided and managed by the Administrative Coordinator. This assignment is accomplished on a shift schedule which is posted in the clerk’s office and maintained by the Administrative Coordinator. Clerks are expected to report for duty prior to the start of their duty period, and not leave prior to the end of duty unless coordinated in advance with the Administrative Coordinator. A normal shift is 10 hours in length with time provided for breaks and a meal. The clerk’s office is open from 08:00-20:00 hours daily; normal duty periods are 08:00-18:00 and 10:00-20:00 daily. Any changes in schedule will be conducted and provided by the Administrative Coordinator. Clerks will not make changes to their work schedule without the prior approval of the Administrative Coordinator.

B. Vacation and Sick Leave will be taken in accordance with department and city policy. Personnel who are ill and cannot be present must contact the Administrative Coordinator prior to the beginning of their respective shift. Clerks will coordinate vacation requests and medical appointments/care with the Administrative Coordinator.

 C. Clerks will abide by all department regulations, instructions, and standard operating procedures. Clerks should pay particular attention to sections A-011 (Records and Reports), A-023 (Electronics and Communications Equipment), C-001 (Communication Operations), and C-002 (Criminal Justice Information Systems). These contain information about the day-to-day operation of particular records systems and GCIC. Clerks are subject to department disciplinary policy and should be aware of the contents of A-004 (Code of Conduct), A-015 (Discipline / Grievance Procedures), and I-003 (Employee Misconduct / Internal Affairs), A-025 (EEWS), A-026 (Employee Domestic Misconduct), A-028 (Employee Nepotism/Fraternization). Police clerks come under the direct control of the Administrative Coordinator and are expected to follow rules, regulations, operating procedures, and verbal instructions from other departmental supervisors. Failure to do so may result in disciplinary action. Insubordination will not be tolerated.

D. Computer use is required as a part of most police clerk duties. Clerks will review and abide by SOP section A-023. While the Internet is available on the police clerk’s computers, and moderate use of the Internet is authorized by the SOP, clerks will not abuse that allowance to the point that clerk duties are not accomplished. SOP Section A-023 is directive in nature and violations may result in disciplinary action.

**IV. PROCEDURES AND DUTIES**

The vast majority of police clerk procedures and duties are administrative/clerical in nature. The police clerk must be able to use computer equipment on a regular basis; having a working knowledge of Microsoft Word and Excel is a plus. Clerks must be able to use departmental software on a regular basis. Procedures and duties are as follows. This list below is not conclusive; it is subject to change without notice. Tasks may be added and/or changes made as necessary in the best interest of the department as deemed necessary by the Chief of Police.

A. Interaction with the Public.

 1. First and foremost, police clerks are normally the first point of contact for all citizens who come into the Dublin Police Department. Clerks will greet citizens who enter the lobby and approach the service window, and ask how they may help that individual. Clerks must remain professional during citizen encounters and interactions. Quite often the visiting citizen will be present to conduct police business, file a report, pay a fine, talk with a court clerk, or make a complaint; the citizen may not have the best disposition or attitude while making their request or stating their problem. Citizens will be helped in the most expeditious way possible based on the type of request and in accordance with other department policies. Clerks will immediately call for assistance if a citizen becomes unruly and/or disorderly.

 2. Requests for completed reports will be handled promptly. The department does not charge fees for incident and accident reports. The clerk must ensure that the individual requesting a report may in fact receive it, e.g. third-party requests from individuals will not normally be honored.

 3. Request for background checks will be handled promptly and as GCIC permits. The department normally charges a fee for background checks. A signed release for the check or identification must be provided for a background check.

 4. Personnel requesting fingerprinting or filing a report will have to wait while the clerk calls for a patrol officer to accomplish the requested task. The clerk may contact a patrol officer who may be present or contact the 911 center to call an officer in.

B. Telephone Use and Messages. The City of Dublin's primary switchboard is established in the police clerk’s office. Clerks will answer telephone calls and respond to citizen needs and/or inquiries, and/or transfer the caller to others or the appropriate department accordingly. Clerks will also take messages for department personnel. Clerks will use the best etiquette possible on the telephone.

C. GCIC. Clerks (GCIC-certified personnel only) will utilize the GCIC system in accordance with state law and department policy. This includes but is not limited to, running criminal histories for department personnel and the public, running registration plate data for official use only, running driver histories, entering and handling “hit” responses for stolen items and missing persons, removing entries from GCIC once resolution is made for stolen items/mission persons, coordinating transport for subjects wanted by our agency and placing holds on subjects until transport is available, powering up and shutting down GCIC terminal, and other GCIC duties as directed. The GCIC TAC will perform all reports and tasks required by GCIC including monthly validation reports. All documentation will be filed accordingly.

D. Arrests. Clerks must accomplish certain tasks when an arrest is made. This includes: running a criminal background check and driver’s history on GCIC, preparing arrest/booking reports (two copies and import into computer), entering citations into the court system, adding the offender to the jail roster, documenting the arrest on the Clerk’s Report, and coordinating the transmittal of arrest/booking reports to the county LEC. Clerks will also receive hard-copy incident reports. All documentation will be filed accordingly.

E. Traffic / Other Citations. Clerks will also process all citations issued by department officers. Clerks will receive the citations, enter the citation information into the court system, and document citations on the Clerk’s Report. Citations and booking reports will be filed accordingly.

F. Warrants. Clerks are responsible for the maintenance of warrants in the department. When a city or state warrant is received it will be stamped and marked received; an entry will be placed in the warrant book. If the warrant is served a note to that effect will be made in the warrant book. If the warrant is not served, it will be entered into GCIC within twelve (12) hours of receipt. Warrants will be filed accordingly. When a warrant is served it will be removed from GCIC and an entry made to that effect in the warrant book. All documentation will be filed accordingly.

G. Clerk’s Report. The Clerk’s Report is a Microsoft Excel formatted report used to document daily activity. It is maintained on the clerk’s computer and is completed on an ongoing basis throughout the duty day. Entries to be made on the report include all arrests, cash received, releases (bond, state, and summons), accidents (list injuries and fatalities), and calls for service which result in reports. This report will be printed and turned in to the Executive Assistant daily.

H. Jail Roster. Clerks maintain the department’s jail roster. When received from the LEC the clerks will review the list against department records to ensure correctness; if not, the clerk will contact appropriate personnel to verify the list and correct deficiencies. Problems and discrepancies regarding the jail roster will be addressed to the Chief of Police. New arrests will be added to the list (if any) and a new list will be made and printed.

I. Filing and Processing Paperwork. Clerks are responsible for filing and processing certain department paperwork. All reports, report-related documents, citations, arrest/booking reports, etc., will be placed in one location for processing (normally accomplished by the Agency Head TAC). Once processed, certain reports and documents must be filed by the police clerks as provided below. Documents to be filed in the clerk’s office will be placed in one location for filing. Clerks will constantly check the filing box to see what must be filed; clerks will file documents on a daily basis and will not leave filing for others to accomplish.

 1. Warrants will be maintained on file in the clerk’s office.

J. Assisting Officers. Officers will normally request clerks to assist them with varied tasks, including running GCIC reports, paperwork, forms, helping with prisoners, etc. Clerks are expected to assist officers to the greatest extent possible. Problems with officers will be brought to the attention of the Administrative Coordinator and the officer’s supervisor.

**V. TYPES OF RECORDS/REPORTS/DOCUMENTS HANDLED BY CLERKS**

A. The following types of hard copy/paper files and documents are handled and processed by police clerks:

 1. Case files-contents may include incident reports, detective reports, supplemental reports, photographs, cassette tapes of statements, transcriptions of statements,

copies of juvenile complaint forms, juvenile arrest/booking reports, affidavits, case file transmittal sheets, criminal histories, and copies of documents of evidentiary value pertaining to the type of case.

 2. Active warrants

 3. Accident reports

 4. Vehicle inventory sheets

 5. Warrant transmittal sheets

 6. Banning forms (business and public housing)

 7. Citations and citation books

 8. Vehicle inspection sheets

 9. GCIC information

 10. Various log/entry books

 11. Other reports as necessary

B. The following types of electronic/computer files are handled and processed by police clerks:

 1. Incident reports

 2. Supplemental reports

 3. Accident reports

 4. Arrest/booking reports

 5. Court system reports

 6. GCIC requests/input/reports

 7. USA Software law enforcement software

 8. Crystal Reports

 9. Other reports as necessary

**VI. DUTY UNIFORM**

Police Clerks are issued dress shirts, Polo-style shirts, and City of Dublin T-shirts to wear while on duty. Casual wear is defined as dress slacks/pants/khaki pants with a department-issued polo/golf shirt or appropriate top/shirt/jacket. Female clerks may also wear dresses or other appropriate casual wear. The City of Dublin has a “dress down” policy in effect on Fridays; city personnel may wear denim (jeans) on Fridays. As such, clerks may wear jeans on Fridays and while working on weekends.

**VII. CLERK COMMUNICATION**

A. Communication within the police clerk’s office between all assigned personnel is very important. As there are only a few clerks to perform all duties assigned, clerks must work together to accomplish duties and responsibilities. Police clerks and court clerks will communicate with each other daily concerning police business and daily procedures, assisting each other when requested; and working together.

B. Duties and assignments will be delegated by the Administrative Coordinator and will be accomplished as deemed necessary or appropriate and not by seniority. Each certified terminal operator will be sent to be certified as a TAC within a time period specified by the Administrative Coordinator. All terminal operators / TACs will assume the duties of a TAC when necessary or assigned.

C. As stated earlier, passing on information at shift change is very important for many reasons. There is almost certain information that the incoming clerk needs to know that must be passed on.

D. The GCIC TACs are responsible for all questions about GCIC, as well as the dissemination of information about GCIC updates and/or changes within GCIC. This information is important not only to the TAC but to all clerks and the department as a whole.

**VIII. MISCELLANEOUS**

A. Shift Changes. Clerks preparing to go off duty will brief the incoming clerk(s) with information pertinent to the job and any critical tasks that must be performed, as well as any situations or areas that require special attention or tasks.

B. Cleanliness. Clerks on duty are responsible for the cleanliness of the police clerk's office. Due to the nature of the duties performed in the office, it is easy to allow the office to become unorganized and cluttered. Clerks will make a positive effort to ensure that the office remains clean and orderly. Trash will be deposited appropriately and not allowed to accumulate in the office. Foodstuffs and drinks will be disposed of immediately after use.

C. Security. Due to the nature of the information contained in the clerk's office, only police clerks and supervisors (on business) may enter the police clerk's office. The police clerk's office is not a place for department personnel to gather and socialize.