

DALTON POLICE DEPARTMENT

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<i>Subject</i> Management Information System / Records Management System		
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I. **Policy**

It is the policy of the Dalton Police Department to operate and maintain various systems designed to manage data, information, and other hardware and computer systems intended ~~for the~~ to assistance to employees ~~in~~ with achieving the Department's mission.

II. **MIS IT Department Function**

The ~~MIS Unit~~ City of Dalton's Information Technology (IT) Department is responsible for managing the Department's computer systems, serving as system security, and ~~servicing~~ as system coordinator. The IT Department ~~is~~ provides information and support to other components of the Department, researches and designs programs for the Department and computer systems, serves as computer coordinator, and responds to user requests and problems regarding hardware and software.

III. **Definitions**

- A. *User* – A person who utilizes the system on a regular basis or makes periodic requests of the system.
- B. *Records Management System (RMS)* – Refers to the computerized system the Department uses to record, catalog, retrieve, and analyze data collected by the ~~agency~~ Department and other sources. The RMS is comprised of combinations of hardware components and application software, but includes all other data gathered by peripheral hardware, software, employee input, and other human and electronic resources.

IV. **Administrative Reporting System**

The administrative reporting system ~~will~~ provides management with information regarding ~~agency~~ Department activities on a daily, monthly, and annual basis.

- A. The shift / section report, a summary of police activity that occurred during the shift, shall be completed at the end of each shift or detail ~~and is a summary of police activity that occurred within that shift~~ and ~~will~~ shall be transmitted via electronic mail and other means, as necessary, to all personnel. The ~~Division~~ Watch

Commander ~~or his / her designee will~~ shall be responsible for this report.

- B. The monthly activity report shall be a summary of ~~agency~~ Department activity and shall include activity totals for criminal activity, service activity, and arrests. This report shall be ~~the responsibility of the Administrative Division Commander, or his / her designee, completed by the~~ Intelligence Analyst and shall be generated through the use of the ~~computer system~~ RMS. This report ~~will shall~~ be transmitted via electronic mail and other means, as necessary, to ~~Department~~ all Supervisors.
- C. An annual summary of comparative data and statistics relating to the various components of the ~~agency~~ Department shall ~~will~~ be compiled by the Assistant Chief of Police. The Chief of Police may use this summary in determining the success of various programs, setting future ~~agency~~ Department goals, and determining budgeting needs.
- D. A schedule of all periodic reports, reviews, and other activities mandated by applicable accreditation standards ~~will shall~~ be maintained by the Chief of Police or his / her designee. The schedule may be reviewed at Command Staff meetings to ensure that all tasks are being completed.

V. ~~Management Information System~~ IT Department Administrative Responsibilities

- A. ~~MIS employees~~ The IT Department shall serve as the day-to-day managers of all ~~agency~~ Department hardware, software, data devices, telephony, and computer-related processes. On-going duties include but are not limited to:
 - 1. Conducting and verifying the ~~Records Management System~~ RMS backup procedures, including at least weekly verification of data integrity.
 - 2. Monitoring systems components for proper configuration, capacity, and function.
 - 3. Contacting and coordinating outside support resources and arranging necessary maintenance, repairs, or upgrades.
 - 4. Managing and completing ~~Help-Desk~~ computer work orders and other requests for hardware and software assistance.
 - 5. Performing an annual evaluation of all system components and processes and forwarding any recommendations in writing to the Chief of Police ~~via the chain of command.~~
- B. The Division Commander of the Support Services Division is ~~responsible for coordinating the activities of MIS personnel~~ designated as the liaison to the IT Department.
- C. All personnel are responsible for helping to ensure the smooth day-to-day operation of the ~~system~~ RMS by notifying the ~~MIS or designee~~ IT Department of problems and potential problems utilizing a computer work orders or, ~~direct communication~~ in an emergency, ~~direct communication~~.

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VI. **Case Numbering System**

- A. A single case numbering system is used by the Whitfield County 911 Center for all case numbers that are assigned to personnel of the ~~Dalton Police~~ Department. Unique case numbers are assigned in sequential numerical order by dispatchers through a Computer Aided Dispatch (CAD) system. Case numbers are not omitted or duplicated. If a case number is canceled, a record of the cancelation shall be made in the CAD system.
- B. Case numbers ~~will~~ shall have eight (8) digits. The first two (2) digits represent the year, followed by a dash. The remaining numbers are the generated case number. For example, the first case number assigned in 2012 was 12-000001. The next case number was 12-000002, etc.

VII. **Status of Reports**

- A. After a report has been reviewed and approved by a Supervisor, it shall be submitted to the Records Section no later than the next business day.
- B. The ~~Support Services Operations Supervisor or his / her designee~~ Records Section shall use a CAD Case Report Summary printout to compare the case number against the Daily Work Allocation Report to ensure that the original report has been received by the Records Section.
- C. During the approval process, a Supervisor may assign a case for further investigation. The name of the Officer / Investigator assigned for follow-up ~~will~~ shall be entered into RMS. Supervisors shall enter ~~the deadline~~ a due date into the RMS for a status update within ten (10) days of the assigned date. The Officer ~~will~~ shall be responsible for reviewing the case and submitting a status update before the ~~deadline~~ due date. Supervisors shall be responsible for ensuring assigned cases are updated according to the prescribed schedule and all follow-up reports are submitted in a timely manner.

VIII. **Data Entry**

- A. Incident Reports
 - 1. Law incident reports shall be accurately entered into the Records Management System (RMS). Reports ~~should~~ shall be completed in a timely manner, either during or shortly after the shift on which the incident was reported. Supplemental reports ~~will~~ shall be entered by the appropriate Officer or Investigator during follow-up.
 - 2. All documents, images, or electronic files ~~will preferably~~ shall be added to the RMS and linked to the correct law incident report(s), or, in some cases, entered into the Property and Evidence Section.
 - 3. Original and supplemental reports ~~will~~ shall be reviewed by the appropriate ~~Department~~ Supervisor as soon as possible after submission. Supervisors

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shall return the report to the originating Officer for correction if there are errors.

4. Upon final approval, the Supervisor ~~will~~ shall electronically forward all reports to the Records Section.
5. The Records Section shall audit all reports for accuracy, completeness, and ~~UCR and/or~~ NIBRS compatibility. If discrepancies are noted that need correction by the Officer, the Records Section ~~will~~ shall notify the Officer ~~through the chain of command~~.
6. Upon final completion, the Records Section ~~will~~ shall move each report to the partitioned area of the ~~system~~ RMS to maintain long-term integrity and guard against accidental changes. All partitioned reports ~~should~~ shall be visible to Department members based on normal user permissions, but in a read-only capacity. Reports may be moved out of the partitioned area for further processing at the discretion of a Division Commander.
7. At the discretion of the Chief of Police, certain reports may be temporarily locked from general view during an active investigation.

B. Traffic Collision Reports

1. Traffic collision reports shall be completed accurately by the investigating Officer using the ~~current State and departmentally approved reporting system~~ Georgia Electronic Accident Reporting System (GEARS). Reports ~~should~~ shall be completed in a timely manner, either during or shortly after the shift on which the ~~incident~~ collision was reported.
2. Supervisors shall be responsible for reviewing each traffic collision report for accuracy and completeness. Supervisors ~~should~~ shall review and approve or disapprove each report, ~~rejecting reports with errors back to the Officer for correction~~. The reports ~~will be~~ are maintained ~~on the approved record maintenance system~~ within the GEARS database.

C. Field Interview Reports

1. Field Interview Reports (FIR) ~~will~~ shall be entered accurately into the RMS by the originating Officer / Investigator during ~~their~~ his / her tour of duty.
2. Supervisors shall be responsible for reviewing each FIR for accuracy and completeness. Upon approval, the FIR ~~should~~ shall be forwarded electronically to the Records Section.
3. The Records Section shall be responsible for auditing all FIRs for accuracy, notifying the Officer / Investigator ~~'s Supervisor~~ of any errors.

D. Traffic Citations

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1. ~~Dalton Police~~ Officers are responsible for accurately entering traffic citation information into the appropriate citation software, which forwards the citation automatically to the RMS via the designated manner.
2. With Supervisor approval, Officers may issue paper citations, which ~~will~~ shall be forwarded to the Records Section. The Records Section is responsible for manually entering paper citation data into the RMS.
3. The Records Section shall review each citation and written warning submitted to the RMS and verify that the offense location is properly geo-coded. The ~~Support Services Operations Supervisor, or his / her designee,~~ Records Section shall ~~will~~ coordinate with the ~~Division Commander and / or GIS Analyst~~ IT Department if assistance is needed in verifying the location or other data.

E. Data Entry Standards

1. Data entered into all ~~Police~~ Department paper and electronic records must comply with the Data Entry Standards outlined in Appendix A. ~~(Data Entry Standards)~~.
2. Every Supervisor and Manager in the ~~agency~~ Department is responsible for ensuring that data is accurate, as complete as possible, and in conformance with the Data Entry Standards.

F. Evidence and Property Data Entry

A Property and Evidence ~~Custodian~~ Technician (PET) shall be responsible for the entry of all evidence and property records within twenty-four (24) hours after having received them.

G. Training Data Entry

The Training ~~Unit~~ Coordinator shall be responsible for the entry of all academy / technical training, formal education, and various qualifications and certifications after having received a record of said training or qualification.

H. Personnel Data Entry

The ~~Administrative Assistant to the~~ Chief of Police's ~~Administrative Assistant~~ is responsible for accurate entry into the RMS of all personnel data, including but not limited to:

1. Commendations / Awards
2. Promotions
3. Disciplinary action
4. Assignments and transfers

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5. Payroll changes, ~~and~~
6. Personal information

I. Issued Equipment Entry

~~A Property and Evidence Custodian~~ ~~PETs are is~~ responsible for accurate entry into the RMS of all Department and individual-issued ~~property and~~ equipment.

J. Vehicle Fleet Data

~~A Property and Evidence Custodian is~~ ~~PETs are~~ responsible for the accurate entry into the RMS of all vehicle fleet maintenance, repair, and fuel usage data.

IX. **Accountability for Traffic Citations**

Traffic citations shall be accounted for from the point of issuance to ~~the~~ individual Officers through final adjudication by the court.

A. Issuance of Manual Citation Books

After the issuance of a manual citation book, the Officer shall initiate a record of the citation book to include citation numbers, Officer's name, and the date issued. After completion, the record shall be turned into a Supervisor for approval.

B. Issuance of Electronic Citations

The ~~department's MIS Unit will~~ ~~IT Department shall~~ be responsible for assigning ticket ranges for the electronic citation system. Electronic citation numbers are issued to Officers at the point of submission and then uploaded into the ~~Records Management System~~ ~~RMS~~.

C. Citation Audits

1. A documented citation audit shall be conducted annually by the Patrol Division Commander or his / her designee. The audit shall consist of a sufficient representative sample of electronic and manual citations to ensure citations are accounted for.
2. If deemed necessary, the Chief of Police or Patrol Division Commander may direct any additional audits to be conducted on electronic or manual citations.
3. Lost or stolen citations shall be reported to the Patrol Division Commander via written memorandum.
4. The Patrol Division Commander shall make every effort to locate the citation(s) and, if not found, shall prepare a memorandum to the Chief of Police.

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5. The memorandum shall list the citation number(s), results and explanation of the investigation of the lost or stolen citation(s), and actions taken.

D. Security of citations

1. All un-issued electronic citations ~~will~~ shall be password protected and maintained by the ~~MIS-unit~~ IT Department until issued.
2. All un-issued manual citations ~~will~~ shall be maintained in a secure area, accessible to Supervisors, until time of issuance.

X. **Privacy and Security of Central Records**

- A. Designated ~~hard-copy agency~~ Department records in hard copy shall ~~will~~ be maintained in the Records Section with accessibility for operations personnel, 24 hours a day.
- B. Electronic ~~agency~~ Department records are accessible to ~~agency personnel~~ employees at all times, via the Department's RMS, with security access and limitations inherent within each user's log-in and password. Passwords shall be in compliance with the standards as determined by the Support Services Division Commander.
- C. Physical access to the Records Section is ~~controlled through an~~ electronic keypad ~~controlled access~~, limited to employees and contractors with a legitimate need for access.

XI. **Release of Agency Records**

- A. Persons requesting information and / or records shall make the request by telephone, by mail (electronically or digitally), or in person at the Records Section window located on the first floor of the Department.
- B. Records ~~will~~ shall be released in accordance with Georgia's Open Records Act. If a question arises concerning the release of records, the Support Services Division Commander ~~will~~ shall make the determination as to the release and is authorized to seek guidance from the City Attorney regarding compliance with the Georgia Open Records Act.

XII. **Distribution of Reports / Records**

- A. Incident and supplemental reports are completed in RMS and are stored electronically. ~~Traffic collision Accident~~ reports ~~will be~~ are completed and stored within the ~~departmentally approved RMS~~ GEARS system.
- B. Copies of originals or computer-printed copies shall be used when records are requested. Exceptions are for confidential investigations, until such time as the investigation is completed.
- C. The Department also participates in the ~~Georgia Uniform Crime Reporting~~ National Incident-Based Reporting System (NIBRS) program. The records

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gathered are submitted electronically to the Georgia Federal Bureau of Investigation's ~~Uniform Crime Reporting Unit~~ NIBRS program.

- D. Anytime an employee completes a report of a juvenile or adult that needs follow-up action by the Department of Family and Children Services or Adult Protective Services, the employee ~~will~~ shall fax or email the report to the appropriate agency utilizing an agency fax machine or device.

XIII. Criminal History Records

The computerized criminal history files for the State of Georgia are maintained by the Georgia Crime Information Center (GCIC). At the Department, criminal history records are generated within the Records Section, the Patrol Division, and the Criminal Investigations Division. All areas have controlled access, and each computer with access to GCIC must be accessed via a username and password. It is the responsibility of all personnel accessing GCIC criminal history records to ensure that the records are disseminated properly. The following reflects the various situations in which criminal histories may be obtained:

- A. Officers may receive criminal histories for investigative purposes.
- B. With a signed consent form, criminal histories are generated for:
1. All persons who desire to participate in the Ride-Along Program or the Citizen's Police Academy.
 2. Persons who wish to have a copy of their own criminal history.
- C. With a signed Open Records Request form, persons can receive limited criminal histories on other persons.

XIV. Security of the Central Records Computer System

To ensure the integrity of the Department's ~~Records Management System~~ RMS and all associated electronic data stored on-site, the Department has developed on-going security processes.

- A. Storage / System Backup
1. The Department's computer servers are securely stored within the "Server Room" located in the Records Section. Limited authorized access is controlled through a keypad entry to the room.
 2. The IT Department ~~MIS personnel~~ shall back up the ~~Records Management System~~ RMS on a regular daily basis or more often, as necessary.
 3. The backup ~~will~~ shall be completed within the guidelines of the proper electronic processes, and that backup shall be transferred to a backup medium and server.

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4. At least one full backup shall be transported to and stored in a bank safe deposit box on a weekly basis.
5. ~~MIS personnel~~ The IT Department, the Support Services Operations Supervisor, and other personnel designated by the Chief of Police shall have access to the bank safe deposit box.
6. On a weekly basis, ~~MIS personnel~~ the IT Department shall ~~will~~ verify that the backup procedure was successful.

B. System Access Security

The Records Management System has controlled access via an employee-specific user name and password. Passwords shall not be shared with anyone ~~other than members of the IT Department~~. The level of access an employee has within the Records Management System coincides with the individual's position in the ~~agency~~ Department.

C. Password Audits

At least annually, the Support Services Division Commander or his / her designee shall conduct an audit of all usernames and passwords. This audit ~~will~~ serves to maintain the integrity of the system and the security of the records contained in the system.

XV. **Off-Site Electronic Data Storage**

In instances where electronic data is stored off-site using an outside service provider (i.e. PowerDMS, Guardian Tracking), the Department shall establish a written agreement with the service provider to address the following:

- A. Data Ownership
- B. Data Sharing, Access and Security
- C. Loss of Data, Irregularities and Recovery
- D. Data Retention and Redundancy
- E. Required Reports (if any)
- F. Special Logistical Requirements and Financial Arrangements

XVI. **Disaster Recovery**

- A. In the event of a total or partial failure of data, hardware, or systems, the ~~MIS personnel~~ IT Department ~~will~~ shall take immediate action to restore systems, data, and all functions. After conferring with the Chief of Police or his / her designee, ~~MIS personnel are~~ the IT Department is authorized to contact outside resources, if needed.

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- B. The ~~MIS personnel~~ IT Department shall be responsible for providing a written report of all hardware, software, and system process failures to the Chief of Police. ~~through the chain of command~~. This report should include, at a minimum:
1. Diagnosis of the problem(s) and cause(s)
 2. The area(s) and / or function(s) affected
 3. Steps taken to correct the problem and resume operations
 4. Recommendations on how to avoid the problem or failure from recurring.
- C. The ~~MIS personnel~~ IT Department shall be responsible for developing and maintaining a written Disaster Recovery Plan that outlines the following:
1. Detailed description of the Department computer system backup procedures
 2. Detailed description of any offsite data storage procedures, including the physical location and method and frequency of data transfer
 3. Schematic mapping of all ~~police~~ Department network operations, including all connections with Department mobile units and locations outside the Police Services Center (City Hall, other departments, etc.).

XVII. Internal Records Maintained Outside of the Records Section

Most reports generated by the Department are maintained in the Records Section. Some records, usually those of an administrative or confidential nature or containing such information that renders them more appropriately stored in a specific unit or section, are maintained by various operational components and outside of the Records Section. These records include, but are not limited to, the following:

- A. Office of the Chief of Police - Personnel files, personal correspondence files, grievance files, disciplinary records, and critical incident review files.
- B. Criminal Investigations Division - Investigative case files and Confidential Informant files.
- C. Support Services Division - Professional Standards files, use of force reports, employment testing materials, and training records.
- D. Patrol Division - Selective traffic enforcement records, active extra patrols, radar / laser records, completed ride-along forms, and completed off-duty / extra-duty applications.

This policy supersedes any policies previously issued.

BY ORDER OF

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CHIEF OF POLICE

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APPENDIX A

Dalton Police Department Data Entry Standards

All Dalton Police Department personnel shall use the standards and procedures set forth in this document for data entry to enhance accuracy and minimize the duplication of records and data in the system.

All entries made into the system will be made in Upper Case format.

Name Entry Standard

All names shall be entered with as much information as possible (e.g. Last, First, Middle, and Name Suffix). Full Legal Name, if known, shall be used at all times. Abbreviated versions or nicknames shall be listed as an alias to the real name. If parts of the name or other fields are unknown, leave the field blank. Do not enter UNK or NMN in any name field. Middle Initials are permitted, but do not use punctuation. No punctuation is to be used in the name fields except for hyphens and only under special circumstances.

<i>Example:</i>	<i>Last</i>	<i>First</i>	<i>Middle</i>
Correct	SMITH	RONALD	THOMAS
Correct	SMITH	RONALD	T
Incorrect	SMITH	RON	
Incorrect	SMITH	RONALD	T.

Name suffixes

Name suffixes shall not be entered in the last name field. This information will be entered in the suffix name field which is located directly after the middle name field.

Titles

Titles such as Doctor, Professor, Officer, Deputy, etc. shall not be entered in a name field. The suffix field may be used for titles. Abbreviations for titles are acceptable without the use of punctuation. Examples: MD, PHD, OFF, DEP

If the individual has both a professional title and suffix, the suffix shall be placed in the suffix field and the professional title in the comments field.

Multiple Surnames

If the legal name is hyphenated, enter the hyphenated name into the data field. The hyphen shall be placed between the two last names. Variations of the name can be added as aliases.

Example:

Correct Entry:

Real Name Screen	RODRIGUEZ-VASQUEZ	JOSE ANGEL
1 ST Alias	RODRIGUEZ	JOSE ANGEL
2 ND Alias	VASQUEZ	JOSE ANGEL

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Incorrect Entry	RODRIGUEZVASQUEZ	JOSE	ANGEL
Incorrect Entry	RODRIGUEZ GONZALES	JOSE	ANGEL

Correct Entry:

Real Name Screen	SIMPSON-FIELDS	SHARON	A
1 ST Alias	SIMPSON	SHARON	A
2 ND Alias	FIELDS	SHARON	A
Incorrect Entry	SIMPSONFIELDS	SHARON	A
Incorrect Entry	SIMPSON FIELDS	SHARON	A

Names with Apostrophes

Names with apostrophes shall be entered with no apostrophe and no space between the letters. The name shall be entered as a single word.

(OBRIEN and ONEIL should be used instead of O'BRIEN and O'NEIL.)

Compound Names

Compound names shall be entered without spaces. For example, DE LA ROSA shall be entered as DELAROSA, ST. MARIE shall be entered as STMARIE, and VAN HOOSER as VANHOOSER. No punctuation is permitted with compound names.

Alias Entry Standard

A separate alias name record shall be created for any name other than the person's legal name. The alias entry shall only contain data in the name field, DOB field, and the SSN field.

An alias should only be entered when the entry person can absolutely state that the name in question refers to the same individual.

Business Name Entry Standard

Enter the name of a business in the last name field only. The word "The" shall be eliminated at the start of the business name for entry into the system. Omit corporate designations, such as INC, CO, and punctuation. Hyphens and ampersands (&) shall be used if they are part of the official name of the business.

Example:

Correct Entry:

Last: HOUSE OF PAIN	First:	Mid:
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Incorrect Entry:

Last: THE HOUSE OF PAIN	First:	Mid:
-------------------------	--------	------

Incorrect Entry:

Last: HOUSE OF	First: PAIN	Mid:
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The ampersand (&) shall not be used to replace the “and” in business names, but may be used if the ampersand is a valid part of a business name. If used, the ampersand (&) shall have a space on either side of the ampersand character.

Example:

Correct Entry:

Last: BB & T

First:

Mid:

Incorrect Entry:

Last: BB&T

First:

Mid:

Business names that are numbers shall be entered as numbers. For example, HIGHWAY 5 CONSTRUCTION, 7-11, ABC 123, are all acceptable methods of entry.

Doctors, Dentists, and Attorney’s (the business, not the individual will be entered completely in the last name field. These names should not have any character inserted into the data field.

MARK H LEOPOLD DDS
GARY R DONATH MD

Address Entry Standard

Whenever possible, obtain a street address for all names that are entered into the system. A mailing address is the next best option. If both addresses are to be entered, the street address shall be entered into the address field and mailing address shall be added to the comments field. If the mailing address is a post office box, the designated abbreviation is PO BOX 123.

Standards for address entry into the system are based on the U.S. Postal Services Standardized Addressing Guidelines.

Address Parts

Address shall be in this order: House Number, direction, street name, and street type.

Examples: 1505 W WALNUT AVE
 2759 N CEDAR ST

APT, ROOM, SUITE, BUILDING shall not be entered into the address. Simply replace the designation with a semicolon (;) and include the numerical value.

A semi-colon (;) shall be added after the street type for additional identifiers to the address, such as building number, apartment number, etc.

Examples: 1505 W WALNUT AVE; 123
 2759 N CEDAR ST; B

Street Names

All street names will be listed with complete names. No abbreviations shall be used. WAL is not an acceptable for WALNUT AVE.

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All numbered streets shall use the numeric symbol. FIRST ST is not acceptable for 1ST ST. FIFTH AVE is not acceptable for 5TH AVE.

Fractional Addresses

Enter all fractional addresses as a fraction. (1/2, 2/3)

Intersections

Use a slash (/) to indicate an intersection such as HWY 52/AIRPORT RD

City Names

No abbreviations should be used for city names. DAL is not acceptable for DALTON.

Street Extensions

The following abbreviations are to be used:

Alley	ALY	Avenue	AVE
Boulevard	BLVD	Circle	CIR
Court	CT	Crossing	XING
Drive	DR	Highway	HWY
Heights	HTS	Lane	LN
Loop	LP	Mountain	MTN
Parkway	PKY	Place	PL
Post Office Box	PO BOX	Point	PT
Ridge	RDG	Road	RD
State Route	SR	Street	ST
Terrace	TER	Way	WY
North	N	Northeast	NE
East	E	Northwest	NW
South	S	Southeast	SE
West	W	Southwest	SW