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LAURENS COUNTY LAW ENFORCEMENT CENTER

STANDARD OPERATING PROCEDURES

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SOP# A-120

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SUBJECT: TERMINAL OPERATIONS  
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INDEX AS: GCIC ENTRIES: NCIC ENTRIES:  
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EFFECTIVE DATE: 4/13/2005

REVISED DATE:  
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I. PURPOSE:

To establish procedures necessary to ensure obtainment of complete and correct information in cases involving stolen guns, vehicles, boats, articles, securities and wanted/missing persons. To establish procedures for effectively forwarding this information to the National Crime Information Center and the Georgia Crime Information Center. To establish procedures to minimize the period of time between receipt of information and the entry of that information into NCIC/GCIC.

- A. THE GEORGIA CRIME INFORMATION CENTER STATE COMPUTER IS TO BE USED BY THE CERTIFIED/TRAINED OPERATORS OF THE LAURENS COUNTY SHERIFF'S DEPARTMENT AND THE E-911 COMMUNICATIONS CENTER IN ACCORDANCE WITH THE RULES OF THE GEORGIA CRIME INFORMATION CENTER.

THE GEORGIA CRIME INFORMATION CENTER STATE COMPUTER (S) LOCATED IN THE LAURENS COUNTY LAW ENFORCEMENT CENTER ARE UNDER THE SUPERVISION OF THE TERMINAL AGENCY COORDINATOR. THE DUTIES OF THE TERMINAL AGENCY COORDINATOR ARE INCLUDED IN THIS PROCEDURE.

THE TERMINAL AGENCY COORDINATOR REPORTS TO THE OFFICE MANAGER.

II. POLICY:

To operate the GCIC terminals in accordance with the rules adopted by the Georgia Crime Information Center Council and the National Crime Information Center and enter information into the State Computer as accurately and timely as possible.

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III. **GEORGIA CRIME INFORMATION CENTER:**

THE GEORGIA CRIME INFORMATION CENTER, (GCIC), a division of the Georgia Bureau of Investigation, manages the statewide data communications network known as the Criminal Justice Information network, (CJIS).

The CJIS network links the Laurens County Law Enforcement Center terminal to other criminal justice agencies and to local, state and national computerized information systems. The information processed through this network is controlled by GCIC'S Georgia Communication Center (GCIC).

IV. **RELOCATING TERMINALS:**

The physical location of all terminals connected to the CJIS network must be approved, prior to installation, by GCIC. Before moving a terminal from its approved location, you must notify the GCIC Command Center prior to terminal relocation.

V. **OBTAINING AND RECORDING INFORMATION:**

It is the responsibility of the reporting Deputy or Investigator to obtain and record all necessary and pertinent information concerning stolen-missing guns, vehicles, boats, articles and missing persons. This information will be recorded in the proper section of the Incident report.

All reports will be reviewed by the Captain of Investigations to determine if the case will be forwarded to the Investigations Division.

All reports will also be reviewed by the Terminal Agency Coordinator or other assigned personnel to determine if the report is lacking any of the necessary information . If it does not contain all of the information, the Terminal Agency Coordinator or other assigned personnel will attempt to complete the report and if necessary send the report back to the reporting Deputy for completion.

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If a report contains information to be entered in the State computer, the reporting Deputy and/or Investigator will forward the report to the Communications Office of the Laurens County Law Enforcement Center or 911 Communications for entry.

**VIII. TERMINAL AGENCY COORDINATOR'S RESPONSIBILITY:**

Each agency with a terminal connected to the CJIS network must appoint a Terminal Agency Coordinator (TAC). This person will be responsible for ensuring that the agency's policies regarding terminal operations are consistent with state and federal requirements, as described in the GCIC policy manual.

1. Training of terminal operators and other personnel in CJIS network operations and ensuring that effective policy implementation procedures are established in writing and followed by all personnel.
2. Liaison with both administrative and operational personnel to ensure that they know how to take full advantage of GCIC/NCIC capabilities.
3. Ensuring the quality and timeliness of monthly validations of wanted/missing persons (s) and stolen/missing property records entered in GCIC/NCIC computerized files.
  - a. Verify the cancellation of all entries which are no longer valid.
  - b. Verify that all records that need modifications are completed and supplemental records are created if entries require it.
  - c. Complete the validation certification/completion form on the GCIC computer per GCIC guidelines.

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4. Assist GCIC and NCIC in evaluating their operations and services to this Agency.
5. Routing and distributing GCIC operations bulletins, manuals, and other publications to appropriate personnel and/or units within this agency.
6. Complete or assist in completing the monthly UCR reports and forward to GCIC by the fifth day of the month.

**IX. TERMINAL OPERATOR CERTIFICATION:**

All operators of CJIS network terminals must be certified/trained in the proper operating procedures.

1. All terminal operators must complete the GCIC Certification workbook within six months of employment. The workbook must be reviewed periodically during the six months by the TAC, with special emphasis on progress.
2. Jail terminal operators (practitioners) must complete the special workbook for Booking Officers and Shift Supervisors. This workbook does not GCIC certify the Jail terminal operator (practitioners), but does train the Booking Officer and Shift supervisor on the operations necessary to operate the GCIC computers in the areas needed for his/her job.

**X. TERMINAL OPERATOR'S RESPONSIBILITY:**

The Terminal Operator will enter the stolen/missing property and the wanted/missing persons in the State computer within 12 hours after notification by the Reporting Deputy or Investigating officer or immediately for missing juveniles. The terminal operator will complete a worksheet on the property or person and enter the information in the State Computer. The terminal operator will attach a computer printout of the entry to the worksheet and file same in the Communications Office. All record entries must be supported by official documents which reflect initial and continuing efforts to apprehend wanted persons or to recover identifiable stolen/missing property.

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Terminal operators will update the record as needed, confirm a hit on the record and remove the record when it is no longer valid.

The Terminal Operator must have a completed "Request for Removal" form from a Deputy, Investigator or other authorized personnel before the removal of the entry from the State Computer will be completed. This applies to all stolen/missing property or wanted/missing persons. SEE ATTACHMENT "A".

A. TERMINAL OPERATIONS

The Communications Clerk/Terminal Operator at the Laurens County Sheriff's Department will be responsible for all GCIC communications for terminal code LACS and Responding to Request for Hit Confirmation during normal operational hours at the Laurens County Sheriff's Department. The Communications Clerk/Terminal Operator, for terminal code LACS, located in the administrative area of the Laurens County Sheriff's Department will assist the Jail Booking Officers for terminal code LAC1, with special GCIC Communication needs during normal operational hours.

Normal operational hours for the Laurens County Sheriff's Department will be 8AM-5PM, Monday thru Friday, with the exception of holidays or other times the system may be down for special or emergency needs.

The Emergency 911 Communications Center will handle all GCIC communications for the terminal code LACS, after normal operational hours, and all weekends beginning at 5:00 PM on Friday, all holidays, or other special times the computer is down at the Sheriff's Department. The Emergency 911 Communications Center will assist the Jail Terminal Operators and Booking Officers with any special GCIC Communications needs for Terminal Code LAC1, after normal operational hours, on weekends and holidays or others as needed.

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B. **\*\*RESPONDING TO REQUEST FOR HIT CONFIRMATION\*\***

The Terminal Operator of the Laurens County Sheriff's Department, during normal business hours, or the Terminal Operator of the Emergency 911 Communications Center, after regular business hours, weekends, holidays or special times, has the responsibility of Responding to Hit Confirmations. The operator must obtain confirmation, denial or state the specific amount of time needed to confirm or deny the record within 10 minutes or thirty minutes, depending on the priority designation code of U- for urgent, respond in ten minutes, or R-for routine, respond in thirty minutes, as specified by requestor.

If more time is requested in order to confirm or deny, the Terminal Operator is responsible for obtaining the information and completing the request for Hit Confirmation prior to the end of the amount of time requested.

1. Special procedures when E911 receives Request for Hit Confirmation.
  - a. 911 operator will contact Jail Supervisor or Patrol to confirm or deny the hit.
  - b. Jail Shift Supervisor or Patrol will specify the amount of time needed to confirm or deny the hit.
  - c. 911 Operator will immediately request the amount of time needed within ten minutes or thirty minutes, determined by the priority designation request of U-urgent within ten minutes or R- routine within thirty minutes stated on the Request for Hit Confirmation.

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- d. Jail Shift Supervisor or a designee must check Sheriff's Department records to confirm or deny the hit.
1. FOR WANTED PERSONS ENTRIES- The Jail Supervisor or designee will check local Sheriff's Department computer for active warrant information. The Jail Supervisor or designee will go to the Communications Room to determine if a Hot File is located in the carts to assist them in verifying the validity of the record. The Jail Supervisor or designee must not use the Hot File alone to confirm or deny the hit on a wanted person. The Jail Supervisor or designee must be able to find the actual warrant located in the trays in the Records Room. If located, confirm the hit with the 911 operator. If the warrant cannot be located, the Jail Supervisor or designee should check the sign-out log to determine if an Officer has the warrant signed out. If it is signed out, the Jail Supervisor or designee must talk with the Officer by phone, radio or in person to verify they have the warrant in their possession to confirm the HIT. If it is not in the file and is not signed out, the Jail Supervisor or designee should still contact Officers on-duty to determine if anyone has any knowledge of it. If the Jail Supervisor or designee is still unable to determine the status of the warrant, they must deny the hit with the 911 operator. The Jail Supervisor or designee should confirm only when they are reasonably sure that the warrant is valid.
  2. FOR MISSING PERSONS AND STOLEN/LOST PROPERTY.

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1. The Jail Supervisor or designee will check the Communications Room for a Hot file to assist them in determining the validity of the Missing Person/or Stolen/Lost property report. If a Hot file is found, the Jail Supervisor or designee shall check the local computer to verify if the Incident Report is still active. If the case is still active, the Jail Supervisor or designee shall confirm the Hit with the 911 operator. If the Jail Supervisor or designee is unable to locate a hot file, they shall check the local computer for the status of the Incident Report. If the case is listed as active, contact the Investigator on call or the Patrol Shift Supervisor for assistance in determining the validity of the record and assist in confirming or denying the Hit. If the case is listed as cleared, deny the hit.

B. CLEARANCE/CANCELLATION OF RECORDS BY E911 OPERATOR.

1. Once a record is confirmed by the Jailer or designee and the E911 operator confirms in GCIC, the agency requesting the confirmation should place a locate on the record. If this happens, the 911 operator must clear the record from the GCIC computer. After the 911 Operator receives the locate notification on the GCIC computer, he/she will request the Hot File record be brought to the 911 Center by the Jail Supervisor.

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2. The Jail Supervisor or designee will be required to take the Hot File to the 911 Center Operator for clearance, leaving the green hanging file on the desk in the Communications Room desk with a copy of the completed Removal of Hot File form attached, stating that the Hot File was forwarded to the 911 operator and signing their name on the form as the person responsible and obtaining the name of the 911 operator the Hot File was released to.  
(See attachment "B")
3. When the 911 operator receives the Hot File, he/she will clear the record from the GCIC computer and place all supporting documentation in the Hot File folder. The folder will be placed in the Sheriff's box for pickup by the Communications Clerk of the Sheriff's Department.
4. If the hit is denied, the Jail Supervisor, Patrol Shift Supervisor or the Investigator on Call, must document the reason for the denial and forward a copy to the Terminal Agency Coordinator.
5. The 911 operator will place all supporting documentation concerning the denial of a hit in the Sheriff's box for pickup by the Sheriff's Department Communications Clerk.
6. If a Sheriff's Department entry in the GCIC computer is determined to be invalid, the Request for Hit Confirmation is denied, the jail Shift Supervisor, Investigator on Call or the Patrol Shift Supervisor that makes the decision to deny the hit, shall forward the Hot File to the 911 operator for cancellation. The hanging file folder containing the Hot File shall be left on the Communications Room desk with the completed removal of Hot File form attached. The 911 operator shall cancel the invalid record and place all supporting documentation in the Hot File folder. The folder shall be placed in the Sheriff's box to be picked

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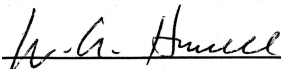
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up by the Sheriff's Terminal Operator.  
\*\*\* See attachment B

XI. **MAINTAINING PHYSICAL SECURITY OF CJIS NETWORK TERMINALS.**

- A. The Sheriff of the Laurens County Law Enforcement Center, in coordination with the Chief Deputy and Terminal Agency Coordinator, shall ensure that all terminals connected to the CJIS network are placed in areas that are not open to the General Public and will have guarded access by authorized personnel.

  
W. A. HARRELL  
SHERIFF

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04/20/2005  
DATE

ATTACHMENT "A"

REQUEST FOR REMOVAL OF GCIC ENTRY

DATE: \_\_\_\_\_

I, \_\_\_\_\_, do hereby request that the following information be removed from the GCIC state computer.

CASE # \_\_\_\_\_

G E N E R A L I N F O R M A T I O N :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The reason for this removal request is because:

Missing person located \_\_\_\_\_

Property Recovered \_\_\_\_\_

Information is incorrect or determined to be invalid \_\_\_\_\_.

Other reason: \_\_\_\_\_

REQUESTOR SIGNATURE \_\_\_\_\_

TERMINAL OPERATOR \_\_\_\_\_

REMOVAL OF "HOT FILE" FROM  
COMMUNICATIONS ROOM AT L.C.L.E.C.

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\_\_\_\_\_  
DATE REMOVED BY (PRINT)

\_\_\_\_\_  
CASE # or WANTED PERSONS NAME (PRINT)

REASON FOR REMOVAL: (PLEASE PRINT)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
911 OPERATOR RELEASED TO (PRINT)

PLEASE ATTACH THIS TO HANGING FILE  
FOLDER AND LEAVE ON COMMUNICATIONS  
OFFICE DESK.