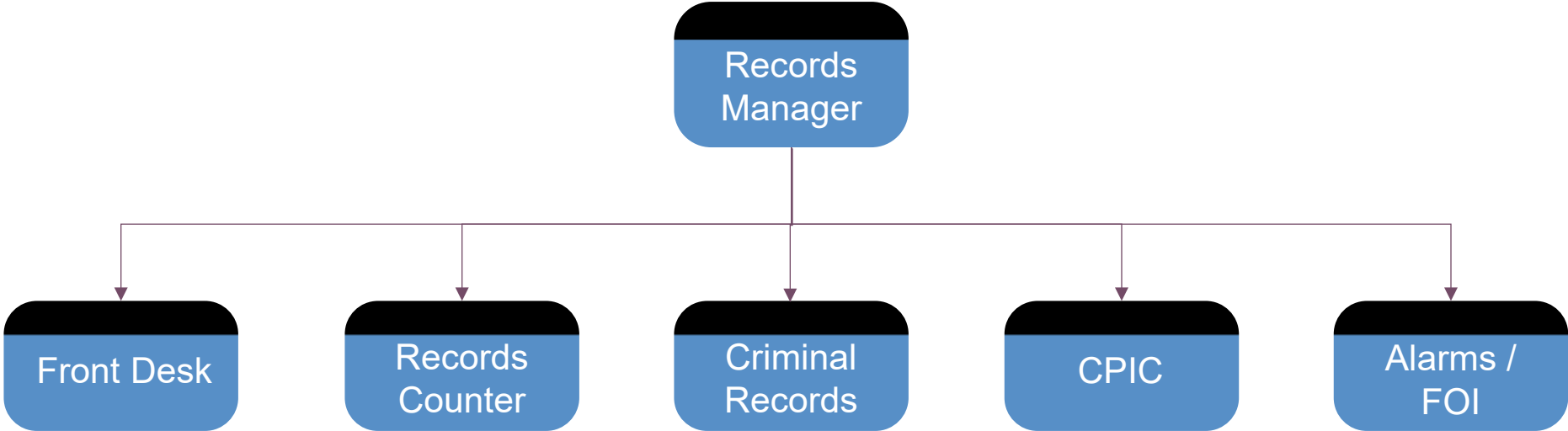


# Front Desk & Records Unit



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# Unit Structure



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# Front Desk

- Main gateway for non-emergency services
- Client facing unit, first point of contact for the public
  
- Open Daily 7AM-Midnight
- Staffed by 5 Full-Time Employees
  
- Main Responsibilities
  - Handle the non-emergency line (613-549-4660)
  - Triage calls & walk-in request for the organization
  - Process initial non-emergency call \ inquiries
  - Process Online Report
  - Control Building Access and Security
  - Commissioners of Oath
  - Overall knowledge of all units and services at Kingston Police



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# Records Counter

- Main gateway for Administrative Records
- Client facing unit, first point of contact for the public
  
- Open Daily 8AM-6PM
- Staffed by 3 Full-Time Employees
  
- Main Responsibilities
  - Process 18,000 Background Check per year
  - Intake for general request for records
  - Intake for administration requests
  - Process civilian Fingerprints
  - Handle inter-agency information requests



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# Criminal Records

- Administrators of in-house Criminal Records
- Staffed Daily 8AM-4PM
- Staffed by 1 Full-Time Employee
- Main Responsibilities
  - Criminal Fingerprint submissions to the RCMP
  - Criminal Fingerprints, Mugshots and Descriptors
  - Criminal Dispositions submissions to the RCMP
  - Record Suspensions \ Destruction Requests



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# CPIC

- Administrators of submissions to CPIC
- Staffed Daily 8AM-8PM
- Staffed by 2 Full-Time Employees
- Main Responsibilities
  - Maintain Administrative CPIC entries
    - (Lost Property, Missing Persons)
  - Maintain Criminal CPIC entries
    - (Pending Charges, Warrants, Release Conditions)
  - Reconcile the Daily Court activities against CPIC
  - Reconcile the Daily Police Activity with CPIC
  - Support WASH Court



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# Alarms \ FOI

- Administrators of the Alarms Program
- Main gateway to the FOI Program
  
- Staffed Daily 8AM-4PM
- Staffed by 1 Full-Time Employee
  
- Main Responsibilities
  - Processing Routine Disclose Requests
    - (Occurrence Reports, MVCs)
  - Respond to inter-agency messages
    - (POR, Firearms Office etc.)
  - Reconcile False Alarms with the Monitoring Companies



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# Records Manager

- Oversea the Records Unit
- Main Responsibilities
  - Delegated Authority for Kingston Police under MFIPPA
  - Respond to formal MFIPPA Request and routine IPC Request
  - Respond to Civil Court Motions and Orders
  - Provide end-user RMS Support
  - Provide organization support for reports and data inquiries
  - Responsible for Legislative reporting requirement



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# Common Tasks

- Providing information to the General Public
    - Processes (Background Check, Pardons)
  - Data Quality of our Records Management System.
  - Coordinate information exchanges with outside agencies:
    - FACSFLA (CAS)
    - Office of the Children's Lawyer
    - Insurance Companies
    - Professional Licensing Bodies
    - Landlord Tenant Board
  - Support to Operations
    - Special Events Logistics
    - Incident Command Scribe
    - Commissioners of Oath
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# Current \ Future Pressures

- Staffing
    - Rely on 11 part-time employees
  - Ever increasing volume of work
  - Legislative Changes
    - Broad Record Checks
    - Privacy Requirements
  - Body Worn Cameras
  - Bail Reform
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