

MANAGEMENT INFORMATION SERVICES SECTION

The Management Information Services Section (MISS) is responsible for the installation and maintenance of computer hardware, software, and related equipment for the Department. Additionally, the MISS oversees all computer security requirements (i.e., passwords, access to databases, program applications) for Department personnel and provides liaison to the Office of Information Technology. The MISS, in cooperation with the county's Office of Technology, is responsible for maintaining the official website of the Anne Arundel County Police Department: <http://www.aacopd.org/>

COMMUNICATIONS SECTION

The primary responsibility of the Communications Section is to provide, maintain, and support all radio and telecommunications for the Department. The 911 Communications Center processes citizens' calls for service through direct dispatch, transfer, relay, or referral of calls for service using Computer-Aided Dispatch (CAD). Police dispatchers use the 800 MHz radio communications system to dispatch calls for service to patrol officers in each of the four patrol districts, and to coordinate interoperability with other county agencies and jurisdictions.

CENTRAL RECORDS SECTION

The Central Records Section's primary responsibilities include data entry of police incidents, processing requests for copies of official documents (i.e., incident reports, criminal history), maintaining control and custody of incident reports and related criminal history records, and collecting fines.

The Central Records Section also manages the civilian personnel assigned to the Telephone Reporting Services (TRS) for processing calls for police service and writing police reports that may not require the presence of a police officer, thus resulting in a reduction in the number of calls for service handled by patrol officers.