

	STANDARD OPERATING PROCEDURE State Form 39870(R/S-06)	Reference Number CIS-011
	Subject Radio Talkgroups/Frequencies and Telephone Line Recorders	
	Special Instructions Replaces CJD-016 dated May 7, 2010	Effective Date March 1, 2015

I. PURPOSE

Establish guidelines for recording and reviewing Department radio transmissions, facility telephone lines and maintenance of recording equipment.

II. POLICY

All telephone lines at district facilities shall be recorded. Radio talkgroups (TG) shall be recorded at each regional dispatch center (RDC). Recording, monitoring and review of radio transmissions and telephone lines shall be confined to the following procedure.

III. PROCEDURE

A. Recording radio TGs.

1. All radio TGs in the ISP console shall be recorded, or
2. If not possible, the Assistant Chief of Staff (AC/S) Communication and Information Systems (CIS) or a designee shall designate the radio TGs to be recorded at an RDC.

B. All incoming telephone lines shall be recorded.

1. Only trained state or authorized technicians and vendors can install or disconnect the fixed recorders at ISP facilities.
2. Notices shall be posted in the district facility and/or on or near each telephone indicating the facility's telephone lines are being recorded.

C. Reviewing radio/telephone recordings.

1. Recordings shall not be reviewed by anyone other than Department employees unless specifically authorized by AC/S CIS or by subpoena or court order.
2. Employees shall not review telephone recordings of assigned ISP Districts without the approval of the appropriate district commander or designee.
3. Authorized employees may review radio TG recordings for audit and review and training purposes, under proper supervision (to include the RDC manager or the RDC shift supervisor), or in emergency circumstances, for reasons of clarification, which may be obtained through instant playback.

4. Direct access to the recorder shall be granted to the appropriate district commander, personnel authorized by the commander and the RDC manager and RDC shift supervisor (for audit and review purposes).

D. Recording and storage.

1. Recording of approved radio TGs and telephone lines shall occur 24 hours a day, 7 days a week.

2. Recorder software shall maintain an audit log of any user accessing the recorder, except for instant playback. If the recorder is not capable of generating an audit trail, the district shall be required to maintain one.

3. All recordings shall be stored securely for two (2) years plus the current year and then reused if possible.

E. All RDC dispatchers shall be tested yearly on the ability to perform immediate playback of recorded information.

F. Maintenance of recorder and recordings.

1. Authorized and trained technicians or vendors shall provide routine and preventive maintenance and repair of the recorder.

2. Troubleshooting procedures that require the monitoring of a recorded telephone or radio talkgroup are prohibited, unless that channel is identified as the problem. The appropriate commander shall be notified prior to any monitoring.

G. This procedure is to be used in conjunction with all relevant Department regulations, rules, policies and procedures.