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Dennis Kidd, General Manager

COMMUNICATIONS TECHNICAL POLICY/PROCEDURE

Policy No.	**3220**	Date Issued:	August 1, 2003
Section:	3200 – Other Systems	Date Revised:	April 7, 2015

SUBJECT: RECORDING SYSTEM OPERATION

APPROVED: _____

Dennis Kidd, General Manager

1.0 Purpose

The center utilizes a computer-based voice recording system to maintain a continuous recording of telephone and radio traffic. This is a critical system because the recordings are an irreplaceable source of information. This policy defines measures taken to protect the integrity of the recordings and establishes criteria for reviewing recorded information.

2.0 Storage of Recorded Information

Digital files of audio captured from telephone and radio traffic are stored on the voice recording system for 200 days and are also backed up to a secondary computer. Employees are given login information (user name and password) and instruction on the proper use of the system before they are authorized to use it. Only employees who have a legitimate need are authorized to listen to any recording other than their own telephone or radio traffic. Examples of legitimate need include, but are not limited to: obtaining information necessary to complete the dispatch function, performance coaching, training and quality improvement.

A limited number of employees shall have the ability to export recording data from the system as defined by the rights associated with their user name and password. Any request for release of a recording will be handled in accordance with Policy No. 9015 (Requests for Duplication and Release of Dispatch Tapes). Original recordings will be retained in accordance with Policy No. 285 (Records Retention and Destruction).
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3.0 Security

In order to maintain the integrity of the recordings, the recording server will be stored in an equipment room inside of the Communications Center, a secure facility. The recording system shall additionally be secured with a Windows user name and password. Besides the recording server, specific, case related, archived recordings are stored on a network drive which is accessible only by authorized users.