

Germantown Police Department

Policies and Procedures

Number: 13-3
Effective Date: October 9, 2006
Subject: Call Records Procedure
Previous Revisions:

I. ACCURACY / TIMELINESS

Every attempt must be made to ensure complete accuracy, timeliness and thorough documentation of all calls and response records.

II. CALLS FOR SERVICE RECORDS

Calls for service are retained for user agencies. No record of calls for service or responder activity will be released to any entity not affiliated with the User Agency unless directed by a supervisor.

III. CONFIDENTIALITY

All and any records available to Dispatchers are confidential and shall not be copied, distributed or exposed to any source other than the user agency unless directed by a supervisor.

IV. CRIMINAL HISTORY CHECKS

In the event responders request a criminal history check, a record will be kept of the request per criminal history policy manual. Dispatchers will complete all records functions as outlined. All security and information required by guidelines for criminal history checks must be followed with no exceptions.

V. 911 RECORDS / CALLS

911 print outs, when printed, must be held for one year and then may be destroyed by shredding. 911 calls must not be released on tape to any entity without permission of the Chief of Police. Dispatchers will not release any information regarding any 911 or other call into communications to any media organization or citizen without the permission of the Communications Center Manager.

VI. PERSONNEL RECORDS FOR CALL HANDLING

Dispatchers shall not distribute the name, phone number, address or personnel information to any person outside the department regarding their handling of any call.

VII. STATE SYSTEMS/NCIC RECORDS

Dispatchers are responsible for adhering to the guidelines outlined in the NCIC Policy Manual regarding information from TIES or NCIC involved in any call.

A. Systems Information Confidentiality

Dispatchers shall not provide any information from any state or national information systems (i.e. warrants, drivers license, vehicle registration information) to any entity (i.e. public, family, news) other than those authorized under TBI or FBI rules and regulations.

B. Entry Verification

All entries into TIES or NCIC must be verified by a second person and the procedure for verification followed. A record of all entries will be kept.

VIII. USER/RESPONDER RECORDS

Dispatchers shall fulfill any request for information from user incident cards or status reports.

IX. REVIEW PROCESS

An annual review of this policy shall be conducted to determine if it should be revised, canceled or continued in its present form.

This order shall remain in effect until revoked or superseded by competent authority.