

# Germantown Police Department

## Policies and Procedures

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**Number:** 13-5  
**Effective Date:** October 9, 2006  
**Subject:** Confidentiality Records Procedure  
**Previous Revisions:**

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### **I. 911 RECORDS / CALLS**

911 Print outs 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 direct supervisor of communications. Dispatchers will not release any information regarding any 911 or other call into the Communications Center to any media organization or citizen without the permission of the supervisor.

### **II. ACCURACY**

Every attempt must be made to ensure complete accuracy and thorough documentation on all records.

### **III. COMMUNICATIONS CENTER PERSONNEL RECORDS**

Dispatchers shall not distribute the name, phone number, address or personnel information regarding working shifts or hours to any person outside the Communications agency. In the event a responder agency requests this information, refer them to the Supervisor.

### **IV. CONFIDENTIALITY**

All and any records Dispatchers have access to are confidential and shall not be copied, distributed or exposed to any source unless directed by a supervisor.

### **V. CRIMINAL HISTORY CHECKS**

Dispatchers shall be familiar with the records policy manual and complete all records functions as outlined. All security and information required by guidelines for criminal history checks must be followed with no exceptions.

## **VI. EMS**

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

## **VII. FIRE**

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

## **VIII. POLICE RECORDS**

Calls for service and field unit activity will be recorded. Any request for police incident cards or officer status reports by police personnel is permitted. Any request by any source outside the police department is prohibited unless directed by a supervisor.

## **IX. STATE SYSTEMS/NCIC**

Dispatchers are responsible for adhering to the guidelines outlined in the TIES/NCIC Policy Manual.

- A. Driver and motor vehicle license  
Dispatchers shall not provide drivers' license copies and/or motor vehicle registration information to the public.
- B. Entry Verification  
All entries into TIES or NCIC must be verified by a second person and the procedure for verification followed.

## **X. 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.