



VRECC CAD and Recording Request Procedure

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**Approved By: Shirley Valdez, 911 Director
Sapphira Molina, Point of Contact**

Introduction

The Valencia Regional Emergency Communications Center records all calls for service, radio transmissions and caller information as well as victim and offender identification. There are several requests made to this center for written and recorded radio transmissions for several reasons that are often for the purpose of litigation or finding liability and fault. It is vital that the VRECC is in compliance with any and all privacy laws and acts to avoid violations and releasing sensitive information.

Purpose

The purpose of these procedures is to establish protocols for the correct and accurate logging and documenting CAD and recording requests, pulling the proper documentation, and releasing information.

Definitions

CAD- Computer aided dispatch system

Recording/Radio Transmissions- Audio recordings of radio and phone transmissions and conversations kept on a recorder for the required retention periods.

Request- Written request either by email or VRECC form that requests either CAD printouts and/or recordings of audio transmissions.

Logs- Forms used by VRECC personnel to document a request for information, when the information is printed or recorded to a CD, and when the documentation is release and to whom.

Operator- VRECC personnel.

Procedure

All CAD and recording requests will be received and documented by designated VRECC personnel and overseen by a supervisor on shift1. All requests will be emailed to the



designated personnel and Cc'd to the supervisor to ensure the CAD and recording requests are accurately and properly documented as per the VRECC 911 Director in the excel log.

CAD Transcripts

Once a request for CAD transcript is received it will be scanned and emailed to the designated personnel and supervisor responsible for CAD requests. To save paper, the original request will be placed in the designated CAD Request box.

The request will then be:

1. Properly logged in the appropriate form by the designated operator;
2. The operator responsible for the CAD requests will then print out all CAD logs for each request during his/her work week and review the documents to ensure we are not releasing social security numbers or other identifiers that violate the Inspection of Public Records Act;
3. Should there be sensitive information, it will be blacked out and copied if the release is to go to any public entity. There will be no omissions when releasing transcripts to law enforcement agencies, District Attorney or private law offices. Further questions can be referenced by clicking on the Public Record IPRA Compliance link at the bottom of this document;
4. Document in the CAD Transcript/Recording log that the transcript has been printed then;
5. Notify the requestor the transcript is ready to be picked up and the total amount due to VRECC in the form of a cashier's check or money order unless from a law firm in which they may send a business check; be sure NOT to accept payments until CAD request has been picked up.
6. The transcript will then be placed in the tray labeled for CAD pick up;
7. The operator who releases the transcript will ensure they receive payment and a signature of the requestor. The operator releasing the transcript must also sign the form so there is record that can be documented and tracked; also fill out information on the back of the CAD.
8. The signed form will be placed in the directors box with payment attached so it can be logged.

Recording Request

Once a request for recordings is received it will be scanned and emailed to the designated personnel and supervisor responsible for CAD requests. To save paper, the original request will be placed in the designated CAD Request box.



The request will then be:

1. Properly logged in the appropriate form by the designated operator;
2. The operator responsible for the CAD requests will then print out all CAD logs for each request during his/her work week and review the documents to ensure we are not releasing social security numbers or other identifiers that violate the Inspection of Public Records Act;
3. Should there be sensitive information, it will be blacked out and copied if the release is to go to any public entity. There will be no omissions when releasing transcripts to law enforcement agencies, District Attorney or private law offices. Further questions can be referenced by clicking on the Public Record IPRA Compliance link at the bottom of this document;
4. Document in the CAD Transcript/Recording log that the transcript has been printed then;
5. Place the request in the box labeled Recording Request;
6. Once the recording has been pulled, the request form, CAD transcript and CD will be placed in the Completed Recordings to be Logged box;
7. The responsible and designated operator will log that the recording has been completed and;
8. Notify the requestor the transcript and recording are ready to be picked up and the total amount due to VRECC in the form of a cashier's check or money order unless from a law firm in which they may send a business check;
9. The transcript and recording will then be placed in the tray labeled for CAD pick up;
10. The operator who releases the transcript will ensure they receive payment and a signature of the requestor. The operator releasing the transcript must also sign the form so there is record that can be documented and tracked;
11. The signed form will be placed in the designated box so it can be logged and filed.

Request Receipt, Retention, and Payment

Once the request has been completed, the operator responsible for logging the requests will then log that the transcripts and recordings have been picked up as well as the operator who released the documents and that payment was received and the amount if applicable. Once the form and information has been logged, the form will be placed in the Training box and the training supervisor will then scan the forms for electronic files and file the original request for reference.



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All transcripts and recordings will be held for a period of 3 months of the date of request. At the 3 month mark, the employee responsible for the CAD requests will destroy the documents after attempting to first contact the requestor. Documents will only be destroyed if no contact is made after the 3 month period or if the requestor no longer wishes to pick up the documentation.

All payments will be placed in the 911 Director's box with a copy of the original request for payment verification. The 911 Director will then ensure that the money is appropriately documented and deposited into the correct account.

IPRA Compliance

For further information on the Inspection of Public Records Act can be found by clicking on the following link:

[Public Records IPRA Compliance](#)