



6300 COMMUNICATIONS FACILITIES AND FUNCTIONS

6310 SITE SECURITY (Revised January 8, 2009)

The Communications Center is a co-located communications facility shared by City of Tucson Police Communications and City of Tucson Operations Communications (TFD/MEDS dispatch and 9-1-1). The facility is locked at all times and is off limits except to communications employees, other TPD personnel, TFD personnel and maintenance and service personnel. The Communications Center is a secure facility, providing security for all equipment, back-up systems, and communications related hardware. Tours or visits shall be coordinated with the Communications Supervisor.

6320 GENERAL INFORMATION

6321 Requests for Records Checks

Communications personnel shall not be asked to conduct in-depth record checks, e.g. for individual criminal history information or extensive case history. These types of requests will be made directly through Police Records.

6322 Telephone Calls

Except in priority situations, communications personnel will not make telephone calls for field personnel.

6323 Complaints

Communications personnel often field calls from the public regarding inquiries or complaints about officer conduct. These complainants will be routed to the appropriate field supervisor or to the Professional Standards Division.

Members who wish to initiate complaints regarding the actions or performance of Communications personnel shall bring the matter to the attention of their immediate supervisor who shall route the complaint through appropriate channels.

Communications personnel who wish to initiate a complaint regarding the actions or performance of a member shall bring the matter to the attention of their immediate supervisor who shall route the complaint through appropriate channels.

6324 Master Audio Recordings

The master communications audio recordings maintained by the Communications Section are official records and are confidential. The recordings are made available for immediate playback and are archived daily. An original record shall not be released except with authorization by the Chief of Police and shall not be duplicated or released except through the Communications Section custodian of records or other persons as designated by the Chief of Police. Master audio recordings are maintained for 180 days before being purged. The custodian of records shall



maintain a record for not less than three years of those recordings that have been duplicated. The custodian of records shall ensure that all requests and releases of these records are in compliance with established procedures.

A subpoena *duces tecum* for audio recordings shall be reviewed by the Legal Advisor in advance of the custodian of records complying with the order. Requests from members of the public, including those from attorneys, will be honored if the following conditions are met:

- The request is made in writing and notes that it is not being requested for commercial purposes, and
- Sufficient information is provided about the incident to allow the specific recording to be located.

Internal department requests and outside criminal justice agency requests to listen to or duplicate recordings must follow the protocols outlined below.

- All requests must be in writing
- The specific information and reason for the request must be indicated
- Communications must have at least 24 hours to process the request