

Oakland County Sheriff's Office
General Order # 3.14



SUBJECT: Telephone and Radio Recording System		NUMBER: 3.14
EFFECTIVE DATE: 4/24/2024 REVIEW DATE: Annually	MACP Standard Impact: 3.4.4	
REPLACES AND RESCINDS: N/A	DISTRIBUTION: All Personnel	NUMBER OF PAGES: 2

This order replaces and rescinds all previously issued orders, procedures, rules and regulations, notices and/or practices in conflict with this General Order.

I. PURPOSE

The Oakland County Sheriff's Office has established this procedure for recording emergency communications, retention of, and the release of recordings in any format.

II. POLICY

It shall be the policy of the Oakland County Sheriff's Office that all communications for routine public safety call taking, and radio dispatching will be recorded. All telephone conversations from any position capable of answering emergency calls as well as all primary and tactical radio talk groups, including countywide EMS and Hospital talk groups, utilized for dispatching shall be recorded. These voice recordings as well as TDD/TTY communications and Text to 911 communications, and any other media format used to contact 9-1-1, shall be retained for 42 months. Exempt from mandatory recording are specific administrative telephone handsets, server room handset, and other telephones approved by the Division Commander. **(MACP Standards 3.4.4 a)**

III. PROCEDURES

All call handling devices and monitored/selected radio talk groups within the Sheriff's Operations Center shall continually be recorded. All communications are subject to review and disclosure.

- A. All recordings shall be retained for 42 months. **(MACP Standards 3.4.4 a)**
 - 1. All recordings over 42 months, unless marked for retention, shall be purged from the recording solution.
 - 2. All recorded media shall be kept in a location of limited access.
 - 3. All public disclosure requests and requests for recordings must be completed in writing and forwarded through FOIA compliance via the Records Unit FOIA Coordinator.

Oakland County Sheriff's Office
General Order # 3.14

- B. Upon request of audio from the Sheriff's Office or contracted agencies an official request form shall be completed and stored for retention. **(MACP Standards 3.4.4 c,d)**
 - 1. Request forms shall be completed in a timely manner by approved personnel only.
 - 2. Specific retention requests shall be marked as permanent in the system and digital copies, unless otherwise specified, shall be prepared, and forwarded to the requestor.
 - 3. Contracted agencies will provide an approved list of requestors to the Technical Assistant.
 - 4. Misuse of recordings provided by any member of the Sheriff's Office may result in penalties including loss of access and review for violations of law.
 - 5. The deputy in charge of criminal investigation shall preserve all radio and 911 calls related to an investigation in their case file for the purpose of evidence preservation.
- C. Command personnel assigned to the Sheriff's Operations Center, or their designee, may review recordings internally for any purpose deemed appropriate. There should be no expectation that communications via radio or telephone at the Sheriff's Operations Center are confidential.
- D. The backup recordings system shall retain primary recordings for (2) years and (1) day. **(MACP Standards 3.4.4 b)**
- E. Any disruption of recording shall be documented. The Sheriff's Operations Center shall record and make available to the Records Unit Supervisor the following information: Date of disrupted recording, time of disrupted recording, talk groups impacted, status of the recording (failed to record, damaged, lost, etc.), telephone or number's impacted, 9-1-1 media source impacted, and additional sources that contact 9-1-1 direct.



ISSUED BY: Sheriff Michael J. Bouchard