



CONCORD POLICE DEPARTMENT

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Section: OPERATIONS

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Authorized Signature:

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RECORDED TELEPHONE LINES POLICY

Purpose
[81.2.6]

Massachusetts General Law specifically states that any person whose conversation is being recorded in any manner be informed of the fact that the recording is taking place. The Massachusetts Wiretap Statute M.G.L. c.272 s.99 prohibits the secret recording of oral communications on recorded lines without informing the recipient that the call is being recorded. Therefore, all incoming and outgoing calls to the Communications Center answered or placed on the three multi-line phones and the E911 system are recorded. If any employee (Officer, Dispatcher, etc.) makes an outgoing call or receives an incoming call on one of the recorded lines, they **MUST** inform the caller that such line is being recorded. The policy listed below ensures that any individual being recorded is informed of this fact.

Policy

All members of the Concord Police Department, including Dispatchers, shall adhere to the following procedures when placing or answering telephone calls on the three multi-line handsets and the E911 consoles in the Communications Center.

Procedure
[81.3.3]

During the initial greeting from the staff member answering any incoming call (including from an internal Town extension), the employee shall identify themselves by rank, last name and always inform the caller that they are on a recorded line. This declaration shall be made during the initial greeting, before any conversation with the caller ensues.

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RECORDED TELEPHONE LINES POLICY, continued

Procedure
[81.3.3] cont.

When any outgoing calls are made from any of the aforementioned handsets (including to internal Town extensions), the person answering the call will be informed that they are on a recorded line. This declaration shall be made as soon as practicably possible.

If any person calling into or called from the Department on any of the aforementioned handsets indicates in any manner that they do not want to continue the call on a recorded line, the caller will be informed, if practicably possible, that the call can be transferred to a non-recorded line, or in the absence of this option, the call must be terminated. It is preferable that any means be taken by the call-taker to transfer the call to a non-recorded line, or to return the call on a non-recorded line.