86-021 Use of the Multi-Channel Telephone Tape Recorder

Los Angeles County Sheriff's Department

FIELD OPERATIONS DIRECTIVE

Field Operations Support Services

USE OF THE MULTI-CHANNEL TELEPHONE TAPE RECORDER

The multi-channel telephone tape recorder is part of the Department's Radio Communications System. Its primary purpose is to provide an immediate capability for verifications of called-for services requested by a citizen.

Additional benefits are derived from the system which include assistance in the establishment of probable cause, a continuing record of employee performance, an aid in workload studies, a means to verify disputed issues and a retrievable evidentiary tool.

The system is designed for automatic recording of all complaint desk telephones. Additionally, the watch sergeants' telephones shall record automatically to ensure the continuity of complaints and requests for service which are referred to and handled at the sergeant level. The watch commander's telephone lines shall have a switch which will allow the watch commander to record selective calls.

All complaint desk and watch sergeant telephone instruments shall have affixed to the instrument a typewritten label stating "this telephone records continuously."

This recording system has an automatic sound beeper override which shall not be disconnected. Any citizen inquiring if his conversation is being recorded shall be affirmatively advised and this directive may be used for explanatory purposes.

Complaint desk personnel shall use the multi-channel telephone tape recorded instrument for outgoing calls only if the call is directly related to a call-for service.

Calls by complaint desk personnel of an administrative nature, e.g., to city hall for verification of ordinances or meetings, to city officials, to station caterer, etc. shall be made from other available telephones.

The Department is extremely concerned with the right of privacy and, therefore, does not believe that routine conversations need to be continuously recorded.

The purpose of this system is to assure delivery of services to the citizen calling for assistance.