

COMMUNICATIONS

POLICY & PROCEDURE NO. 4.12	ISSUE DATE: 07/01/14
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MASSACHUSETTS POLICE ACCREDITATION STANDARDS REFERENCED: 74.1.3; 81.2.3; 81.2.4; 81.2.5(a)(b)(e); 81.2.6; 81.2.11; 81.2.12; 81.2.13; 81.2.14; 8.2.15	REVISION DATE: _____

I. GENERAL CONSIDERATIONS AND GUIDELINES

The basic task of the communications function is to convey information. For members of the public who request information or services, employees who respond to calls for assistance, and other law enforcement and public service agencies, communications personnel are the vital link.

The speed and accuracy with which information flows through Communications to the person who needs it is a measure of this police department's capability to respond to the needs of our employees and the community we serve.

II. POLICY

It is the policy of the department to:

1. Maintain an efficient flow of information essential to the functions of the department and the community it serves; and
2. Continually assess the effectiveness with which the department utilizes available information technology in fulfillment of the department's missions.

III. DEFINITIONS

A. AVAILABILITY STATUS: The ability of an employee to respond to a call for service at a given time (in service, out of service, off at a call, etc.).

IV. PROCEDURES

A. Organization and Administration

1. GENERALLY: The Communication Center for this department is located at Shelburne Control Dispatch Center and is continuously staffed to operate twenty-four hours per day. It is under the command of the Massachusetts State Police and is the responsibility of the shift supervisor at the dispatch center.
2. DISPATCHER
 - a. The dispatcher is responsible for performing the communications function. Dispatcher duties include:
 - 1) Answering business line and E9-1-1 telephones;
 - 2) Communicating with and providing information and resources to employees in the field;
 - 3) Monitoring officer status indicators in the Computer Aided Dispatch System.
 - 4) Coordinating public safety response to calls for service;
 - 5) Advising the shift supervisor of important incidents and unsafe situations;
 - 6) Fielding inquiries from the public and, where appropriate, responding to or directing them to the appropriate person or agency;
 - 7) CJIS operation; and
 - 8) Communicating with other public safety agencies and service providers.
3. SHIFT SUPERVISOR
 - a. The Shift Supervisor oversees and commands all aspects of the given shift on duty.
 - b. The Shift Supervisor is responsible for monitoring all radio transmissions to ensure that the appropriate resources (responses) are assigned. Any directions or assignments that flow through the communications personnel are a direct delegation of the Shift Supervisor.
 - c. The Shift Supervisor maintains contact with the Dispatch Center either by radio, telephone, or other means for immediate access. [81.2.5(a)]
 - d. The Shift Supervisor provides communications personnel with a current duty roster of personnel. [81.2.5(b)]

- e. The Shift Supervisor ensures that the policies and procedures of the department are followed and maintained by communications personnel.
- 4. PERSONNEL IN THE FIELD: Officers and other employees working in the field shall be responsible for:
 - a. Monitoring all radio transmissions;
 - b. Answering promptly when called by the Dispatch Center;
 - c. Promptly advising Dispatch of any change in duty status (in service, out of service, etc.);
 - d. Keeping the Dispatch Center apprised of their location during those functions that may pose a danger to them or other officers responding to the scene;
 - e. Informing the Dispatch Center of the need for more or fewer units to respond; and
 - f. Relaying any information that may enhance officer safety or assist in the proper response to a given call for service.

B. Receiving Service Requests

1. GENERALLY

- a. Calls may be received by telephone, radio, persons walking in to the police station, or any number of means.
- b. E9-1-1 lines shall be answered first.
- c. Be prepared to handle emergency calls on any line.

2. ANSWERING OF TELEPHONES

- a. The telephone shall be answered promptly and courteously; priority shall be given to answering calls on E9-11 and then other emergency lines.
- b. E9-1-1:
 - 1) Calls received on E9-1-1 should be answered, "9-1-1. This call is being recorded. What is your emergency?"¹
 - 2) Check the Automatic Location Indicator (ALI) screen.
 - 3) Confirm the address of the incident with the caller.
 - 4) Do not pass the ANI/ALI screen information along to the caller.
- c. Seven Digit Emergency Number or Business Line Calls
 - 1) Emergency and business lines answered in the Communications Center should be answered, "Dispatch, This call is being recorded."

- d. If the call is a call for service, the dispatcher should note the priority of the caller's needs in the event that another line rings.
- e. When a call is received at another extension, the answering employee should answer the phone courteously by name, such as, "Detective Bureau. Detective Smith. May I help you?"

3. DETERMINING CALL PRIORITY

- a. Emergency Calls [81.2.6(a)]
 - 1) Obtain sufficient information to determine if the call is an emergency:
 - a) Is the call is valid?
 - b) Is the emergency "in progress" or has it just occurred?
 - c) Is there a potential for injury or death?
 - 2) Advise the caller of the agency's response, including directing public safety services or transferring the call to the appropriate resource. [81.2.6(b)]
 - 3) Keep the caller on the line and ask the caller to stand by.
 - 4) Dispatch appropriate response resources, or transfer the call as appropriate.
 - 5) Continue to gather call details.
 - a) Obtain additional and updated information.
 - b) Advise responding units.
 - c) Maintain contact with the caller until help arrives and responders make contact with the caller.
- b. Fire Calls
 - 1) If the call is being placed from a location away from the fire, obtain the appropriate information and dispatch the fire response.
 - 2) If the call is being placed from the building that is on fire:
 - a) Ascertain the location and advise the caller that all persons in the building should leave immediately.
 - b) Ask the caller to go to the nearest phone in a safe location and call back with details about the fire.
 - c) Dispatch fire response with the information available.
 - d) Obtain additional information as calls are received.
- c. Non-Emergency Calls
 - 1) Handle non-emergency calls as promptly as possible.

- 2) Advise the caller that a unit will respond as soon as possible.
- 3) Explain the reason for any delays.
- 4) Advise the caller to call back if any situations change.

4. MULTIPLE CALLS

- a. Callers may be put on hold if necessary.
- b. Determine the priority of the call.
- c. Handle the calls in order of priority.
- d. Multiple calls may be received for a single incident. Advise additional callers as such.
- e. Ensure that multiple callers do not have a different emergency from the one being handled.

5. HOLD

- a. Always preface putting a caller on hold with a brief statement and explanation of the reason why.
- b. Get back to the original caller as soon as possible.
- c. Under busy conditions, this process may have to be repeated.
- d. Callers should not be put on “hold” for any longer than necessary.

6. CALL TRANSFERS

a. E9-1-1 Calls

- 1) Calls first received at this PSAP may be transferred as appropriate.²
- 2) Calls received as a transfer from another PSAP may not be transferred again. No E9-1-1 caller shall be procedurally required to speak with more than two call takers, the primary PSAP and the remote agency call taker.³
- 3) When transferring a call to another agency or service provider, advise the caller that [s]he is being transferred and where [s]he is being transferred to, and stay on the line until the call is answered and the caller is being helped.

b. Seven Digit Emergency Number or Business Line Calls

- 1) If the call is for an emergency, obtain the caller’s name, phone number and the nature of the emergency prior to the transfer.
- 2) Advise the caller that [s]he is being transferred and where [s]he is being transferred to.

7. MISDIRECTED CALLS

- a. E9-1-1 Calls: Callers may be transferred only once.

- 1) If the call was made directly to the PSAP, the call may be transferred to the appropriate agency.
 - 2) If the call was transferred to this PSAP, record the appropriate information and contact the correct agency that can best handle the caller's needs.
- b. Seven Digit Emergency Number or Business Line Calls
- 1) Emergency Calls: If the call is an emergency, take all pertinent information and transfer the call or relay the information to the appropriate agency. [81.2.12]
 - 2) Non-Emergency Calls: If the call is not an emergency, refer the caller to the appropriate agency. If possible, supply the caller with the appropriate telephone number.

C. Obtaining Service Request Information

1. CALLS NOT REQUIRING POLICE RESPONSE
 - a. Dispatchers may respond to caller requests for information, such as directions, hours of operations, and referrals to other agencies.
 - b. Dispatchers may respond to procedural questions for which they are knowledgeable or for which written procedures are readily available.
 - c. If the request involves police procedures, the dispatcher shall forward the call to an officer in the station, if available, or take the caller's information for an officer to return the call.
 - d. Dispatchers are not authorized to give legal advice.
2. INFORMATION FROM THE REPORTING PARTY: Obtain as much of the following information as possible when a request for service is received: [81.2.3]
 - a. Name and address of complainant, and call-back number;
 - b. Location of the incident;
 - c. Nature of the incident being reported:
 - 1) WHAT is wrong, is happening, or happened?
 - 2) WHERE is it happening, or did it happen?
 - 3) WHEN did it happen, will it occur, did the caller notice?
 - 4) HOW the caller is involved, how many are involved, how often does it occur?
 - 5) WHO is involved?
 - 6) WHY is it happening, did it happen, or is the person there?

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3. CREATING INCIDENTS: Dispatchers shall create an incident using the CAD system. The following fields are critical to properly documenting the incident:
 - a. Incident number (assigned by the software); [81.2.3(a)]
 - b. Date and time that the incident was reported (usually filled in by the software); [81.2.3(b)]
 - c. Name and address of the complainant (if given); [81.2.3(c)]
 - d. Incident type (selected by the dispatcher); [81.2.3(d)]
 - e. Incident location; [81.2.3(e)]
 - f. Responding employees, primary and backup; [81.2.3(f)]
 - g. Time of dispatch (usually entered by software); [81.2.3(g)]
 - h. Time of arrival (usually entered by software); [81.2.3(h)]
 - i. Time employee returned back in service; [81.2.3(i)] and
 - j. Disposition or status of reported incident. [81.2.3(j)]
 4. REPORTS RECEIVED BY MAIL, E-MAIL OR TELEPHONE [81.2.14]
 - a. When crime or incident reports are received by mail, e-mail, or other alternate means, in lieu of a police response, they shall be forwarded to the on duty officer who will screen the complaint and handle the report or forward it to the appropriate office.
 - b. These reports may be received from within or outside of this jurisdiction, provided that the report would be accepted if an officer was directed to respond:
 - 1) Reports of incidents which do not require an investigation;
 - 2) Reports of incidents which do not require police observations;
 - 3) Reported crimes that are misdemeanors;
 - 4) Value of lost property that is under \$250:
 - a) Theft from yards or open spaces (no unlawful entry into a structure);
 - b) Lost property (license plates may not be taken in this method);
 - 5) Bicycle theft; and
 - 6) Annoying phone calls (not requiring follow-up).
 - c. Incidents alternately reported which do not meet this criteria shall be followed up by patrol personnel.
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D. Dispatching Calls

1. CRITERIA FOR ASSIGNMENT

- a. The dispatcher will maintain the status of available officers in a visual format. This is normally done by the departments CAD system. [81.2.5(e)]
- b. Response Assignments
 - 1) The dispatcher will normally assign officers to each call based upon predetermined criteria.
 - 2) The shift supervisor may vary the number of responders to a given call.

2. DISPATCHING RESPONDERS

- a. Available units will normally be listed in CAD as “Available.”
- b. Dispatchers shall assign responding units based upon:
 - 1) The unit’s area of assignment;
 - 2) Availability;
 - 3) Nature of the call; and
 - 4) Location at the time of the call.
- c. Responding units shall be dispatched by radio so that other units are aware of the call, unless the nature of the call dictates the need for secrecy. In addition to the radio transmission, the call may also be dispatched by MDT or cell phone.
- d. When responders are dispatched, their status shall be changed to “Dispatched.”
- e. As each responder arrives, the dispatcher shall change the status of the responder to “Arrived” in CAD. [81.2.4(b)]
- f. When responding units finish the call and go back in service, the dispatcher shall change the responders’ status to “Available” in CAD.

3. MULTIPLE OFFICER RESPONSE: The following types of incidents require two or more officers to respond: [81.2.4(e)]

- a. All code one response calls;
- b. Disturbances;
- c. Officer requests for emergency assistance or duress alarm; [81.2.4(g)]
- d. Fleeing suspect(s);
- e. Crimes in progress;

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- f. Domestic disturbances;
 - g. Alarms;
 - h. Drug law violation;
 - i. Assaults or crimes of violence;
 - j. B&E/Burglary;
 - k. Noise complaints;
 - l. Sex offenses;
 - m. Warrants (when served);
 - n. Weapons violations; and
 - o. Robberies.
4. RESPONSE REQUIRING A SUPERVISOR [81.2.4(F)]
- a. A supervisor shall normally respond to and take command of the following types of incidents:
 - 1) Missing child;
 - 2) Robbery;
 - 3) School disturbance;
 - 4) Murder;
 - 5) Hostage situations;
 - 6) Bomb threats, bombings, large scale fires or conflagrations and the discovery of suspicious materials;
 - 7) Unattended deaths or the discovery of dead bodies;
 - 8) Major civil disturbances, whether organized or not;
 - 9) Incidents where an employee's actions result in officer, citizen or suspect injuries;
 - 10) Raids on property or premises;
 - 11) Serious crimes or incidents which are potentially dangerous to officers or the public; and
 - 12) Accidents involving police vehicles.
 - b. When staffing is inadequate, mutual aid, including calls to the State Police, may be appropriate, at the discretion of the shift supervisor.
5. COMMUNICATING WITH FIELD PERSONNEL
- a. Field personnel shall communicate with the dispatcher by radio, MDT or Cell phone the following circumstances: [81.2.4(a)]
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- 1) When available for calls;
 - 2) Upon arriving at a call or assignment;
 - 3) Upon completing a call and returning to service;
 - 4) Prisoner transfers, beginning and ending;
 - 5) Citizen transportation, beginning and ending;
 - 6) When going out of service for: [81.2.4(b)]
 - a) Reports;
 - b) Dinner break;
 - c) Administrative duties;
 - d) Leaving the jurisdiction on an assignment; and
 - e) Court.
 - b. Field personnel shall communicate with the dispatcher by telephone or an alternative, secure means when privacy or secrecy necessitates refraining from using public air waves. These include: [81.2.4(a)]
 - 1) Complainant's name;
 - 2) Victims' names;
 - 3) Non-published telephone numbers; and
 - 4) The names of severely injured or deceased persons.
 - c. All radio users shall identify themselves and communicate using assigned call signs. First names should not be used. [81.2.4(c)]
 - d. If the dispatcher finds it necessary to put an officer on "standby" for any reason (e.g., an urgent phone call), [s]he shall be responsible for re-establishing contact with the officer as soon as possible.
 - e. When communicating with interacting outside agencies, the agencies shall be referred to by their call sign if known, rank and name, or agency and vehicle number. [81.2.4(d)]
6. NON-RESPONSE TO RADIO COMMUNICATIONS
- a. If, after calling a unit twice, the dispatcher receives no answer, the dispatcher should continue to contact the unit again. Alternative methods of communication such as cell phone or MDT may be used.
 - b. If the call requires an immediate response, another unit will be dispatched.

- c. If the unit cannot be reached after a reasonable period of time, the dispatcher should inform field units and the shift supervisor to look for and make contact with the employee.

E. Field Initiated Situations: PURSUITS: The communications procedures for pursuits are found in the department policy on **Vehicular Pursuits**.

F. Alarms

1. RESPONSE TO ALARMS [81.2.13]

- a. It is the policy of the department to respond to all alarms.
- b. Upon receipt of an alarm, at least two officers shall be dispatched.
- c. Responding officers will advise Communications of their arrival, check the exterior of the building, and report their findings back to Communications.
- d. Upon discovery of an unsecured building, after advising Communications, the officers may enter the building to search for an intruder, provided adequate assistance is available. A canine unit may be appropriate.
- e. Officers may be recalled from alarm responses provided:
 - 1) The request is made by a known alarm company; and
 - 2) The request is properly authenticated or reasonably believed to be authentic.
- f. If a “back-off” request is made by an individual, police will still respond to check the premises and contact the caretaker.
- g. Alarms set off by power failures, electrical storms, high winds, etc., where alarm activations are received from multiple locations, may be disregarded at the discretion of the shift supervisor.
- h. “Trouble Alarms” shall be handled in the same manner as a regular alarm.

2. ALARM REPORTS: Officers shall report all false alarms to Communications for entry into the CAD system. These reports shall be monitored, and notifications shall be made to the business or residence if it becomes apparent that the alarm has been malfunctioning.

G. Emergency Messages [81.2.11]

1. All emergency messages received by the department will be relayed and/or acted upon by the means deemed to be most appropriate by the shift supervisor.

2. In cases where the message was not deliverable, the dispatcher shall notify the requesting person that the message was not delivered.
3. These emergency messages may include but are not limited to:
 - a. Notification of serious or life-threatening injuries or illness;
 - b. Notification of death or serious family circumstances; and
 - c. Other messages of an emergency nature as authorized by the shift supervisor.
4. Routine messages should not be delivered by members of this department.

H. *First Aid Instructions:* EMERGENCY FIRST AID INSTRUCTIONS BY EMPLOYEES [81.2.15]

1. Upon receiving a request for emergency first aid instructions, dispatchers shall inquire if an ambulance is needed and dispatch same as appropriate.
2. Employees are authorized to give emergency first aid instructions to callers over the telephone.[81.2.15]
 - a. Employees who may provide emergency first aid instructions must be Emergency Medical Dispatch certified.
 - b. Employees must have immediate access to approved emergency medical guidelines and materials.
3. Persons calling on E9-1-1 lines requesting emergency first aid instructions shall be transferred Baystate Health Ambulance or Baystate Franklin Hospital.
4. Persons calling on seven digit emergency or business lines requesting emergency first aid instructions for non-life threatening emergencies shall be referred to Baystate Health Ambulance or Baystate Franklin Hospital.
 - a. Employees shall take the caller's name and call-back number.
1. The caller shall be provided with a telephone number for Baystate Health Ambulance or Baystate Franklin Hospital.
 - a. The caller will be advised to call back if [s]he is unable to obtain the requested information.

B. *CJIS TERMINAL*

1. GENERALLY
 - a. CJIS Representative(s): The CJIS Representatives (CJIS Reps) shall act as liaisons to the CHSB to ensure the proper administration of the CJIS at agency level. A backup rep shall be selected as well.

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- b. The duties include:⁴
- 1) Ensuring that training is available to all authorized CJIS users within six (6) months of employment and every two (2) years thereafter;
 - 2) Providing certificates for successful training and testing;
 - 3) Ensuring the validation process is completed each month;
 - 4) Ensuring proper password and user maintenance, including removing users who are no longer employed or authorized;
 - 5) Attending the CJIS Regional Working Group;
 - 6) Ensuring timely responses to communications from CHSB;
 - 7) Distribution of publications to agency as directed by CHSB, e.g., Users Agreement: A valid Users Agreement must be filed in the Department Records Section and with CHSB;⁵ [74.1.3]
 - 8) Completing a new Users Agreement:
 - a) Annually, submitted by March 1 of each year; or
 - b) Within ten days of the assignment of a new CJIS Rep, backup CGIS Rep, or Chief of Police;
 - 9) Completing CJIS Audits: Copies of any CJIS audits shall be filed in the Department Records Section;
 - 10) Ensuring confidentiality:
 - a) Use of the CJIS system is for official criminal justice purposes only in the performance of criminal justice duties.⁶
 - b) No CORI checks may be made for other municipal departments.
 - c) Probable Cause: With the exception of WMS warrants, a hit does not in and of itself rise to the level of probable cause. Any hit in response to a CJIS or NCIC inquiry must be confirmed with the entering agency;⁷
 - d) Ensuring timeliness: Records in CJIS and NCIC must be entered, modified and cancelled in a timely manner to ensure maximum system effectiveness;⁸ and
 - e) Maintaining the On-Line Manual: An up to date CJIS user's manual is available on-line from the CJIS terminal.
2. TRAINING: Personnel assigned to Communications shall be trained and certified to the "Full Access" level and will be trained within six (6) months of beginning employment and every two (2) years thereafter.⁹
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3. WARRANTS [74.1.3]

a. Warrant Management System (WMS)

- 1) Queries: Warrants issued by the Massachusetts Trial Court are entered into WMS by the office of the Clerk of Courts.
- 2) Modifications: Users may conduct queries and make modifications to the “Caution” and “Remarks” fields.
- 3) Hits: A hit on a warrant in WMS is probable cause to arrest, provided that the descriptive information found in the record is an exact match, or provided the arresting officer is reasonably sure that the subject is, in fact, the same individual.
- 4) Locate: The dispatcher shall place a “Locate” on each and every warrant for the subject appearing in the CJIS system.
- 5) WMS Assistance:
 - a) WMS warrant entry is made through the Clerks of Court’s Office of the issuing court. Issues with a WMS warrant should first be addressed at the point of issue.
 - b) The Administration Office of the Massachusetts Trial Courts has set up a help desk to assist users who may be having problems with WMS: 1-800-572-5072 or 617-742-8383.

b. CJIS/NCIC Warrants

- 1) Query: CJIS/NCIC warrants are not entered by the courts and must be entered, modified and removed by an entering agency.
- 2) Entry: Warrants may be entered when the need for the warrant to be queried by law enforcement agencies outside of the Commonwealth exists.
- 3) Authorization: Prior to entering a warrant for rendition, written authorization from the District Attorney’s Office must be obtained.
- 4) Required Documents: Each CJIS/NCIC entry shall include:
 - a) A copy of the warrant (printout of WMS warrant);
 - b) A copy of the District Attorney’s Authorization for Rendition (if given);
 - c) A copy of the incident report;
 - d) A fingerprint card of the wanted person (if available); and
 - e) A photograph of the wanted person (if available).
- 5) Hit: A hit on a CJIS/NCIC warrant is NOT probable cause to arrest. It must be confirmed with the entering agency.

- 6) Prompt Removal: Upon recall of a warrant, the warrant must promptly be removed from CJIS/NCIC.

4. BOARD OF PROBATION QUERIES (BOP)

- a. Only those officers and employees of the department as determined by the Police Chief to require CORI for the actual performance of their criminal justice duties shall have access to CORI through the BOP screen.
- b. The CJIS Representative shall maintain current user accounts for BOP access through the CJIS terminal in Communications as well as through MDTs.
- c. Chief of Police shall maintain a list of authorized employees by position, title, or name for inspection by the CHSB.¹⁰

5. VEHICLES

- a. Queries: Queries may be made for vehicle registration numbers, vehicle identification numbers, and registered vehicle owners.
- b. Stolen Vehicle Entry: Stolen vehicles may be entered into CJIS only if a signed theft report has been filed.
- c. Stolen Plate Entry: Stolen license plates may be entered into CJIS only if a signed theft report has been filed.
- d. Records Availability: A copy of the stolen report must be immediately accessible to confirm the stolen status.
- e. Hit: A hit on a vehicle or license plate is NOT probable cause to believe the vehicle or plate is stolen. It must be confirmed with the entering agency.
- f. Removal: Upon recovery of the vehicle or plate, the entry must be promptly removed from CJIS.

6. MISSING PERSONS

- a. Criteria for entry:
 - 1) Any age: A missing persons record may be entered for any age using one of the following:
 - a) Disability – A person who is missing under proven physical/mental disability or is senile, thereby subjecting him/her self to immediate personal danger;
 - b) Endangered: A person who is missing under circumstances indicating that his/her physical safety may be in danger;
 - c) Involuntary: A person who is missing under circumstances indicating that the disappearance may not have been voluntary (abduction, kidnapping); or

- d) Catastrophe Victim: A person missing after a catastrophe (storm, plane crash, etc.).

- 2) Juveniles:

- a) Juvenile: A person who is unemancipated and does not meet any other criteria.
- b) Juvenile Abduction: A person under the age of 18, and there is a reasonable indication or suspicion that the child has been abducted.
- c) Juvenile Foul Play: A person under the age of 18 who is missing under circumstances suggesting foul play or threat to life.

- b. Timeliness

- 1) Under 21: Immediately upon notification of the incident by the reporting party, even if a written report has not yet been completed.
- 2) 21 or Older: Immediately, once a missing persons report has been completed and signed by the reporting party.

7. MESSAGES

- a. LP: In-State Point-To-Point Message: Used to send an administrative message to a CJIS terminal agency or up to five (5) agencies.
- b. BC: In-state Broadcast Message: Used to send messages to one or up to five (5) areas of the state, or the entire state.
- c. NL: Out Of State Administrative Message:
 - 1) Out of state, point-to-point message to be sent to one state agency or up to five state agencies.
 - 2) Out of state broadcast message to be sent to one state or up to five (5) states.
 - 3) Out of state regional broadcast message to be sent to one region of the country or up to five (5) regions, or the entire country.
 - 4) AF: In-State Administrative Flash Broadcast Message: Allows an agency to send an in-state broadcast message which is of an urgent or critical nature (robbery, prison escape, other exigent circumstances).

- 8. OTHER QUERIES: Other queries are available. See the CJIS Users Manual for further information.

C. Records Checks: Criminal Justice Agency Requests

- 1. The dispatcher may receive requests for local records checks.

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- a. During business hours, such requests shall be forwarded to the Records Office.
 - b. During non-business hours, dispatchers may provide local records checks and C.O.R.I. information, provided that:
 - 1) The requesting agency and employee are authorized to receive C.O.R.I.;
 - 2) The identification of the requestor is known or verified; and
 - 3) The request is entered into the C.O.R.I. log.
2. For further information, see the department policy on **C.O.R.I.**

¹ 560CMR2.00 Operational Standards, (3)(a)1.

² 560CMR2.00 Operational Standards, (3)(a)2.

³ 560CMR2.00 Operational Standards, (3)(a).

⁴ CJIS User Agreement, 3.2.

⁵ CJIS User Agreement, 1.2; 803 CMR 7.05.

⁶ CJIS User Agreement, 3.20.

⁷ CJIS User Agreement, 3.9.

⁸ CJIS User Agreement, 3.17.

⁹ CJIS User Agreement, 3.18.

¹⁰ 803 CMR 3.02 (2).