h. Include attention to information requested and supplied by records section personnel as part of the regular quarterly reviews conducted with call takers and dispatchers.

i. Prepare a quarterly report for the Operations Manager regarding compliance with these policies and protocols.

**3.** Maintain 911 recordings and CAD transcripts in a manner that allows later access by investigators, prosecutors, and defense attorneys; relay recordings and documents as requested.

a. Ensure that recording equipment and systems are properly maintained, including any necessary software upgrade and instructions to 911 personnel.

b. Ensure that the 911 recording will be preserved as potential evidence for at least 90 days, and longer if possible. Ensure that CAD screens will be preserved on the secure server for at least 90 days and indefinitely, if possible.

c. Provide clear instructions to investigators, prosecutors, defense attorneys, and probation officers on the process for obtaining recordings and/or CAD transcripts and respond to those requests in a timely manner. Upon receipt of a request for 911 data, the supervisor will take the following action: (fill in specific protocol here)

e. Designate a 911 supervisor who is authorized to answer questions related to the release of recordings and other documents related to domestic abuse calls.

**4.** Inform call takers of the importance of and process for notifying 911 supervisors when a domestic abuse call involves a law enforcement officer or other public safety officer, 911 employee, public official, or prominent member of the public.