

ECC ELECTRONIC COMMUNICATIONS RECORDING (No. 27 October 2014)

8009

CAL FIRE provides the ECC with several types of audio recording systems. The primary system is a Logging Recorder which is described below. Secondly, there is a short term instant play back on the ECC Moducom consoles, and thirdly most of the E911 telephone systems have a short term playback feature for phone calls. The last two types just mentioned allow the dispatcher to rapidly retrieve missed communication but only stores recordings for a short period of time before being overwritten.

Each ECC shall utilize a multi-channel logging recorder to provide semi-permanent recording of all radio and telephone traffic into and out of the ECC. The logging recorder shall not be connected to non-ECC administrative phone lines at a facility. Logging recorders store the electronic information on in several different media formats: Data Tapes, CD / ROM, DVD to name a few. These tapes, data, and / or audio files provide a semi-permanent record of the telecommunications into and out of the ECCs and can be stored / saved for later playback for training, documentation and investigative purposes.

There are various policies on how long tapes, data, and / or audio files should be retained. However, the Government code requires a minimum 100 days. It is recommended that tapes, data, and audio files should be kept for at least five years or longer before being erased or reused. Many newer logging recorders use a media that is relatively small easy to store and therefore the audio files can be saved indefinitely

Recordings of significant events should be maintained as long as needed to document related communications. CAL FIRE audio files should be retained indefinitely for vegetation fires of 300 acres or larger and / or other significant or major incidents. Otherwise, Tapes, Data, or Audio files can be reused / destroyed after 5 years from date of recording. This would be consistent with Fire and Incident reporting practices.

Each ECC should check with the district attorney in the areas they cover to establish if there are local laws or regulations that mandate tape, data, or audio file retention. Tapes should also be retained for the duration of the time frames established by local requirements. The longest period of time will take precedence.

LOGGING RECORDER STANDARDS

8009.1

All logging recorders utilized by CAL FIRE after June 30, 2010 shall meet or exceed the minimum requirements established by the California Office of State Information Officer, National Emergency Number Association, NENA, CALNENA, and Association of Public-Safety Communications Officials, APCO. (NENA Resource Analysis Operations Information Document 3.3.2 Voice) Additionally, the standard with the greater features or capabilities shall take precedence.

In addition the recorder shall have an open architecture, (i.e. Windows), and have a user friendly graphic user interface. Furthermore, it shall have duplicate recording devices to provide redundancy should one fail. Audio files shall be able to be duplicated, copied, emailed, and stored on consumer ready storage mediums, (i.e. USB Drives, CD / ROM, and / or DVD).

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