

	MARICOPA COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURES	
	Subject INMATE TELEPHONE SYSTEM	Policy Number DK-2 Effective Date 04-26-24
Related Information <i>Informational Handbook for Inmates</i> <i>DJ-2, Inmate Disciplinary Procedures</i> <i>DJ-4, Pod Restrictions and Security Overrides</i> <i>DK-4, Inmate Computerized Devices (Tablet)</i> <i>GJ-12, Next-of-Kin Notifications</i>	Supersedes DK-2 (04-08-22)	

PURPOSE

The purpose of this Office Policy is to establish guidelines and procedures for the telephone service and access available to inmates through the Inmate Telephone System (ITS). This Office Policy also establishes guidelines by which the ITS manages calls, records, and recordings; and how non-recorded legal telephone numbers are maintained.

POLICY

It is the policy of the Office to ensure inmates have access to telephone services while maintaining the safety, order, and security of all inmates, detention personnel, members of the public, and crime victims.

DEFINITIONS

Branding: An automated announcement at the beginning of a phone call indicating that the call shall be monitored and recorded. The announcement also contains information regarding the origin of the call and a phone number for questions about billing rates, terms, and options.

Court of Record: A court in which all proceedings are permanently recorded according to law. Courts of record include Superior Courts or higher, as defined in the Arizona State Constitution, Article 6, Section 30. Justice Courts and Municipal Courts are not courts of record.

Direct Messaging: An application available on the inmate tablet to be used as a method of communication to and from friends and family and inmates. Friends and family of an inmate must create an account through the tablet contracted vendor's website. Messaging on tablets is not a form of privileged communication, no matter the affiliation of the sender to the inmate. This includes inmate messaging with their counsel and/or any member of their defense team.

In Propria Persona (pro per) Inmate: An inmate who has elected to represent themselves in their criminal case, has been issued a valid court order or minute entry stating that they may represent themselves, and in a criminal case has been assigned advisory counsel.

Inmate Call Manager (ICM): A cloud-based, administrative hub that gives authorized Office personnel complete control of inmates communications, including services, actions, devices, and user functions.

Inmate Tablet: A handheld computerized electronic device used by inmates to stream music, movies, games, submit inmate forms electronically, and communicate with members of the public and legal representatives. Inmate tablets are battery operated and must be returned to the charging station on a regular basis in order to be charged.

Inmate Telephone System (ITS): A computerized telephone system administered by a contracted Office vendor which is used to process an inmate's personal/non-legal and legal telephone calls. All inmate phone calls made on a wall phone inside an inmate housing unit or on the inmate tablet profile Phone Dialer are processed through this system and are recognized as the same.

Jail Security Matter: A subject or concern that may pose a serious threat to the safety, order, or security of any person, place, or thing. Such matters include, but are not limited to, escape attempts, inmate disturbances, bomb threats, major disasters, threats to other persons, assaults, promotion of contraband, and fraudulent schemes.

Legal Calls: Collect and non-collect outgoing calls to legal representatives. Legal calls may only be recorded by court order.

Legal Representative: This includes a private or public attorney registered with the Arizona State Bar or authorized to practice law by another United States (U.S.) jurisdiction, contracted Maricopa County Court appointed investigators, mitigation specialists, and contracted Maricopa County ACC-Regional Behavioral Health Authority (ACC-RBHA) for inmates with serious mental illness. This term does not include probation officers, the courts, and law enforcement agencies.

Non-Published/Back Door Telephone Numbers: Telephone numbers that are not published on the Arizona State Bar website or regularly listed in the Phoenix area phonebooks in the "Attorney" section of the yellow pages.

Personal/Non-Legal Call: Collect and non-collect outgoing calls to family and all other persons not identified as legal representatives. The ITS records all personal/non-legal telephone calls.

Pod Restriction: An authorized action used to deny privileges, such as inmate tablet usage, television viewing, canteen, or recreation to a group of inmates, due to inappropriate institutional behavior.

Pro Se Inmate: An inmate representing themselves in a civil suit against government entities over conditions of confinement and other civil rights issues or civil matters filed against the inmate in which he is named respondent. Pro Se inmates are not entitled to advisory legal counsel.

Security IPIN: A confidential 4-digit personal identification number used for telephone calls and tablet usage to authenticate the inmate's identity.

Security Override: An authorized action used to deny, restrict, or withhold certain privileges or delay the availability of individual rights to a group of inmates due to unusual circumstances which affect institutional safety, order, or security for such time as the circumstances exist. Security override is used for controlling and maintaining security when normal institutional order is disrupted or may be disrupted.

Tablet Profiles: Tablet profiles are accessed by the inmate's preference and may be limited due to the inmate's housing unit location. Some profiles have a cost associated with them. All inmates with tablet access are provided with a limited free tablet profile:

1. Free Profile: A profile that inmates can use on the tablet that has no associated cost.
2. Standard Profile: A profile that inmates can use on the tablet that has an associated cost.
3. Promotional Profile: A profile that inmates can use on the tablet that has a cost associated.
4. Phone Dialer Profile: A profile that inmates can use on the tablet that has no associated cost until a call is placed. Once a call is connected there will be a fee per minute with no time limitation. All inmate phone calls placed using the Dialer application are processed through the Inmate Telephone System (ITS). Non-legal calls are subject to monitoring and/or recording.

5. Video Visit Profile (Visit Now): A profile that inmates can use on the tablet for video visitation that may require a fee per minute. Inmates can receive an unlimited number of visits in 30-minute increments per visit using the Visit Now system. Non-legal visits may be subject to monitoring and/or recording.
6. Disciplinary Profile: A profile that inmates may use only after being placed into Disciplinary Restrictive Housing. This profile includes Office forms, and religious and educational information. This profile does not restrict inmates from their legal representatives.

PROCEDURES

1. **Inmate Access to the Inmate Telephone System (ITS):** All inmate phone calls made on a wall telephone or on the inmate tablet are processed through the Inmate Telephone System (ITS). Jail facility commanders or designees shall ensure inmates are provided with access to the ITS. Inmates may access the ITS by placing calls using a wall telephone located within an Office jail facility designated for inmate use or the Phone Dialer Profile on the inmate tablet.
 - A. Legal Calls: Inmate access to the ITS for legal calls are normally provided during normal business hours (0800 to 1700 hours, Monday through Friday). An inmate experiencing problems with the ITS not processing a legal call may submit an *Inmate Request* form explaining the need for a special situation call, as specified in the *Informational Handbook for Inmates*. Legal calls shall not be recorded or monitored.
 - B. Personal/Non-legal Calls: Monitoring of personal/non-legal calls may occur for the safety, order, and security of the Office jail facility; jail population; and the community. Inmates access to the ITS is provided on a 24-hour basis in inmate booking areas and generally between 0830 and 2200 hours in inmate housing units. A branding shall be announced to the inmate and called party at the beginning of all personal/non-legal calls and includes the following information:
 1. Name of the inmate placing the call;
 2. Name of the Office jail facility where the call is originating;
 3. A statement indicating the call will be recorded and monitored;
 4. Directions on how to accept the call;
 5. Directions on how to decline calls, or any further calls from a jail facility; and
 6. A statement instructing both parties that if the call is being placed to legal counsel the parties should hang up and notify the Maricopa County Sheriff's Office (MCSO), including a phone number to call.
 - C. Restrictive Housing: Inmates who are on restriction and/or in restrictive housing may have limited access to the ITS for personal calls. These inmates shall have access to the ITS for legal calls.
 - D. Sentenced Inmates: All sentenced inmates who are working, or eligible for work assignments, may be permitted to use the ITS as determined by the jail facility commander or designee. Sentenced inmates who are eligible for work assignments, but who refuse to work, may be provided limited access to the ITS for personal calls. These inmates shall have access to the ITS for legal calls.

2. **Establishing an ITS Identification:** Inmates in the booking process are not required to establish an ITS identification in the form of voice verification and a 4-digit Security Inmate Personal Identification Number (IPIN) prior to making telephone calls at the Intake Transfer and Release facility. All Inmates assigned to an Office jail facility shall be required to establish identification.
 - A. Voice Verifications: Once inmates are assigned to a housing unit at an Office jail facility, they are required to establish an ITS identification by recording their name and repeating a specified phrase three times before the first call is processed using their Security IPIN. This is normally a one-time process, also known as a branding. The inmate is required to state their name anytime their Security IPIN is used to make a call on the ITS to ensure the stated name matches the one recorded.
 - B. Security IPIN: All telephone calls require entering a 4-digit Security IPIN. The Security IPIN is also used for verification when inmates use the Phone Dialer Profile on the inmate tablet.
 1. The default Security IPIN is the inmate's month and day of birth in the MMDD format. An ITS voice prompt requires inmates to change the default Security IPIN to 4 digits of their choice.
 2. Inmates can request to have their Security IPIN reset by submitting an *Inmate Request* in paper form to the ITS.
 - C. *Pro per* inmates are also assigned a separate Security IPIN number. A *pro per* inmate must submit an *Inmate Request* form to the ITS once their status is established through the courts, for calls related to their criminal case. Phone numbers need to be established as specified in the *Informational Handbook for Inmates*. Calls made using the separate IPIN include:
 1. Collect and non-collect calls made to legal representatives, which shall not be recorded; and
 2. Calls made to witnesses related to the *pro per* criminal case that have been verified and pre-approved by the jail facility commander or designee, which shall be recorded. A branding shall be announced to the inmate and called party at the beginning of these calls.
3. **Inmate Special Circumstances or Emergencies:** In special circumstances or emergencies, calls that an inmate cannot place through the ITS may be processed as follows:
 - A. The inmate requesting the call shall be required to submit an *Inmate Request* form either electronically or in paper form which contains the name, title, and telephone number of the person to be contacted, the timeframe the call needs to be completed, and the reason for the request. If approved by a supervisor, the inmate shall be given access to place the call as soon as reasonably possible.
 1. Once the call has been completed, the *Inmate Request* form shall be updated with the following information:
 - a. The date and time of the call;
 - b. Whether the call was successful or if not, why; and
 - c. The name and serial number of detention personnel placing the call on behalf of the inmate.

2. Detention personnel shall place the *Inmate Request* form in the inmate's Jail File and documented in Sheriff's Inmate Electronic Data (SHIELD), as specified in this Office Policy. All electronic requests shall be printed for placement in the inmate's Jail File.
- B. When an Office employee becomes aware that an inmate's family member or friend is deceased or seriously injured/ill, the employee shall follow the inmate notification procedures, as specified in Office Policy GJ-12, *Next-of-Kin Notifications*. The SHIELD shall contain a notation of any special calls made and shall include the information contained on the *Inmate Request* form.
4. **Accommodation for the Deaf, Hard-of-Hearing, or Speech Disabled:** Reasonable accommodations shall be made available to assist inmates who are deaf, hard-of-hearing, or speech-disabled in placing telephone calls from Office jail facilities, or if the party being called has a disability requiring an auxiliary aid or service to communicate effectively. The type of situation, as well as the individual's disability, shall determine which aid or service is required for effective communication. Under certain conditions, speech-disabled inmates may be allowed to bypass voice verification if they cannot successfully record a voice print.
 - A. Text Telephone Device (TTY) Portable Unit: Inmates requiring the use of a TTY device to place legal or personal/non-legal calls shall be required to submit an *Inmate Request* form which contains the name, title, and telephone number of the person to be contacted and the reason for the request.
 - B. Once the call has been completed, the *Inmate Request* form shall be updated with the following information:
 1. The date and time of the call;
 2. Whether the call was successful or if not, why; and
 3. The name and serial number of the detention personnel placing the call on behalf of the inmate.
 - C. The *Inmate Request* form, to include requests submitted electronically, shall be placed in the inmate's Jail File. The information on the *Inmate Request* form shall also be documented in SHIELD.
 - D. If a TTY device is temporarily unavailable in the jail facility where the inmate is housed, one shall be provided as soon as practical.
 - E. All TTY calls shall be placed through the Arizona Relay Service.
 - F. Hard of Hearing: All telephones on the ITS are equipped with a volume control button which may eliminate the need for a TTY device in many circumstances.
 - G. Local and long-distance telephone calls requiring the use of a TTY device are not supported by the ITS system and require a separate telephone line. Local and long-distance telephone calls requiring the use of a TTY portable unit take three times longer than telephone calls placed using standard voice telephone equipment. A time limit of no less than 60 minutes shall be afforded to inmates who are hard-of-hearing or speech disabled using the TTY portable unit.
 - H. Purple Video Relay Service (VRS): The Purple VRS enable inmates who know American Sign Language (ASL) to communicate in real time. The Purple VRS application is available only on inmate tablets designated as "Purple" tablets. Regardless of both party's ability to understand ASL,

an approved relay service representative may be used to facilitate communication. Requests to use a VRS terminal are generally processed the same as TTY devices.

5. **Prohibition or Limitation of Inmate Access to the Telephone System:**

- A. The jail commander or designee may limit or prohibit telephone access on a group basis by imposing either a pod restriction or a pod security override, as specified in Office Policy DJ-4, *Pod Restrictions and Security Overrides*. **This restriction shall only apply to personal/non-legal calls.**
- B. ITS access may also be restricted on an individual basis for violations of minor and major jail rules contained in the *Informational Handbook for Inmates*, as specified in Office Policy DJ-2, *Inmate Disciplinary Procedures*.
- C. Inmates shall not normally be permitted to receive incoming telephone calls.
 - 1. Adult probation officers, public defenders, or county attorneys requesting contact with an inmate by telephone may submit a request electronically through Direct Messaging to the inmate or by sending a request through interoffice mail, e-mail, or by fax to the inmate's assigned jail facility or the Sheriff's Information Management Services (SIMS) detailing the inmate's name, the name and number of the person the inmate is to contact, and the best time for the inmate to place the call. Office personnel shall forward the request to the shift supervisor. The shift supervisor shall provide the appropriate housing unit officer with the information for the inmate to place the call.
 - 2. Court administration personnel requesting to speak to an inmate regarding bonds, motions, or other court matters shall advise the shift supervisor. The shift supervisor shall provide the appropriate housing officer with the inmate's name, the name and telephone number of the person the inmate is to contact, and the best time for the inmate to place the call.
- D. Inmates who are found participating in unauthorized non-court-ordered or non-court-approved third party or conference calls shall be subject to disciplinary action, including, but not limited to, restriction from using the telephones for personal/non-legal calls, as specified in the *Informational Handbook for Inmates*.

6. **ITS Telephone Repairs:**

- A. ITS Wall Telephone: Detention personnel shall ensure all ITS wall telephones located in their area of responsibility are operable. Notification to the shift supervisor shall be made if any inoperable ITS wall telephones are discovered. Prior to notifying the shift supervisor, the reporting detention personnel should check the SHIELD entries to verify if the inoperable ITS wall telephone has already been reported. The reporting detention personnel shall make an entry into SHIELD documenting any repair request. A separate entry shall be made into SHIELD upon completion of the repair by the ITS vendor. The shift supervisor shall notify the contracted ITS vendor by telephone or e-mail with the time, date, location, and repair concerns upon knowledge of an inoperable wall telephone.
 - 1. Large scale ITS equipment failures should be reported immediately to the Office Operations Center.
 - 2. Repair issues less urgent or extensive can be reported to the Office Operations Center.

3. Requests through the contracted ITS vendor for ITS repairs that have not been corrected in a timely manner as defined in this section shall be reported to the ITS Administrator.
 4. Repairs constituting major service (25 percent or more of inmate phones being inoperative) shall be reported to the ITS Administrator, if not corrected within four hours.
 5. Repairs constituting minor service (fewer than 25 percent of inmate phones being inoperative) shall be reported to the ITS Administrator, if not corrected within 24 hours.
 - B. Inmate Tablets: Detention personnel who are made aware or discover inmate tablets that are damaged or require repair shall be processed, as specified in Office Policy DK-4, *Inmate Computerized Devices* (Tablet).
7. **Telephone Call Blocking:** Upon a request from a member of the public, ITS personnel may block future calls from an inmate.
- A. To block future ITS calls, the receiving party, when prompted, must select the number seven and then six.
 - B. A member of the public may request their phone number be blocked, or unblocked, from the ITS by sending an email to MCSO_Inmate_Telephones@MCSO.Maricopa.gov.
 1. The request must include the requestor's name, the phone number to be blocked or unblocked, and the inmate's name and booking number. In some situations, a copy of the top portion of the requestor's telephone bill that shows the name and telephone number may be required.
 2. Blocks or unblocks that have been approved shall be activated or deactivated within one business day of the approval of the request.
 - C. Members of the public may also block inmate calls by visiting www.gettingout.com.
8. **Jail Security Matter:** If monitoring or direct access of an inmate's personal/non-legal phone call reveals information that may affect the internal safety, order, or security of a jail facility or the safety and security of the community, the Custody Bureau Intelligence Unit Commander or designee and appropriate investigative personnel shall be notified immediately for follow-up.
9. **IT Governance Division Responsibilities:** The IT Governance Division is responsible for managing the daily activities of the ITS including, but not limited to, vendor contract compliance, escalation of first-level user-reported equipment repairs, responding or assisting jail administration personnel with ITS related *Inmate Request* forms and *Inmate Grievance* submissions, and the compilation of the legal representative business phone number inventory list to be provided to the vendor.
10. **Telephone Calls to Legal Representatives:** Calls to legal representative telephone numbers shall not be recorded and do not have a time limit.
- A. Branding: All telephone calls made to legal representatives should begin with a branding that includes the following announcement, "This is a legal call that will not be recorded nor monitored." If the branding for specific telephone numbers indicates in any way the call shall be recorded, the parties should hang up and the inmate should be instructed to attempt to place the call again. If the inmate continues to have problems, they should follow procedures, as specified in the *Informational Handbook for Inmates*.

- B. Legal Representative Published Telephone Number Maintenance: The ITS Administrator or the ITS Support Analyst shall review and initiate changes to the Non-Record Legal list as needed by checking the following:
1. Private attorneys within Arizona:
 - a. Arizona State Bar Directory is the primary source of published legal telephone number information.
 - b. Requests by an attorney to change a phone number or add a newly published business telephone number shall be researched immediately and added as a non-recorded number and noted in the Inmate Call Manager (ICM) after confirmation.
 2. Maricopa County Public Defender's Office, Office of the Legal Advocate, or Office of the Legal Defender: The Maricopa County Telephone Legal List shall be checked quarterly in coordination with the County representatives who are responsible for these legal numbers.
 3. Out of County Public Defenders: Out of county public attorney or public defender telephone numbers may be added upon request by the attorney after verification of legal representative status. The verification and addition of the telephone number shall be immediately entered upon request and provided to the vendor.
 4. Maricopa County Court Appointed Counsel or Investigators and Regional Behavioral Health Authority: These legal telephone numbers shall be verified annually against the Maricopa County contract renewal. In addition, the telephone numbers of attorneys, investigators, and mitigation specialists listed on the Office of Public Defense Services website shall be checked quarterly in coordination with the Maricopa County representative who is responsible for these legal numbers.
 5. Out of State Private Attorney or Public Defender: These legal telephone numbers may be added upon request by the attorney after verification of legal representative status. The verification and addition of the telephone number shall be immediately done upon request and provided to the vendor. When the inmate is released from Office custody, the phone number shall be deleted from the ICM by the ITS Administrator.
 6. No personal phone numbers shall be placed as a Legal Representative Published Telephone Number in the ICM.
- C. Use of Legal Representative Published Telephone Number by Inmates: If an attorney has a listed telephone number in the Arizona State Bar Directory, that number shall be the designated phone number for use by inmates. When notice is received those calls are being accepted by legal representatives on non-published/back door telephone numbers:
1. The ITS Administrator shall take action to block future calls from all jail facilities to that telephone number; and
 2. The ITS Administrator shall notify the attorney of the action taken.
- D. Possible Discovery of a Recorded Legal Call: Unless there is a court order stating otherwise, non-record status is applied by the ITS only to those legal telephone numbers that are published. If it is suspected that a recorded inmate call contains confidential legal information, or if it is learned that inmate calls are being accepted by legal representatives on telephone numbers that are not Legal

Representative Published Telephone Numbers, the Office shall take the following steps to protect such calls from access or to discourage legal representatives from discussing confidential matters on recorded numbers:

1. Stop listening to the recorded or live-monitored telephone call immediately. Make a note of the inmate booking number, the telephone number dialed, and the date and time of the telephone call.
 2. Provide the information to the ITS Administrator or ITS Support Analyst. The ITS section shall conduct research on the telephone number to determine if it meets the criteria for a non-record legal number.
 - a. If it meets set criteria, the ICM shall be updated and will be modified to stop future recording. ITS personnel shall prevent all telephone calls to that number from being played back that have been recorded within six months prior to the vendor notification date.
 - b. If it does not meet set criteria for a non-record legal number, the legal representative shall be advised the conversations shall continue to be recorded. Any recordings identified through the research up to the notification date that are believed to contain confidential legal information shall be blocked from play back.
 - c. If the research on the telephone number is inconclusive, or in the event of a disagreement by a legal representative, the ITS Administrator, or ITS Support Analyst shall notify the Technology Bureau Commander for the appropriate follow up action and may involve engaging Office legal counsel for a ruling.
11. **Problems with Legal Telephone Calls:** Inmates who are experiencing difficulties making a legal call to a legal representative that is not recognized by the ITS may complete an *Inmate Request* form explaining the problem. This form shall be forwarded to the IT Governance Division, ITS Administrator or ITS Support Analyst for verification of legal representative status. Once approved, the ITS Section shall take action to update the system to include the legal representative's new business telephone number. Inmates may also submit a contracted vendor Feedback Request form on the inmate tablets. This request is routed to the jail administrative office or contracted vendor On-Site Technician. However, changes to the legal number database must be approved by the ITS Section.
12. **Requests for Inmate Telephone Call Logs:** The IT Governance Division, ITS Section, is responsible for the control and release of inmate telephone call logs while the Custody Bureau Intelligence Unit is responsible for telephone recordings. The release of call logs is authorized by the ITS Administrator or the ITS Support Analyst.
- A. Office employees shall submit a request to the ITS Administrator or the ITS Support Analyst for inmate call logs. These call logs are generally used by detention personnel when responding to inmate grievances concerning telephone usage.
 - B. The Maricopa County Attorney's Office or outside law enforcement agencies generally submit requests for call logs through the Legal Liaison Section (LLS).
 - C. Requests made by inmates or members of the public for any call logs that are unredacted require the production of a subpoena or court order issued from a court of record to the LLS. The subpoena or court order shall, at a minimum, contain specific "to" and "from" dates for call logs.

13. **Requests for Inmate Telephone Recordings:** The Inmate Electronic Records Team of the Custody Bureau Intelligence Unit is responsible for the coordination and release of personal/non-legal inmate telephone call recordings to all law enforcement agencies, as followed:
- A. Office employee requests shall take precedence over outside agencies. All other requests for information shall be processed on a first-come, first-served basis. The Inmate Electronic Records Team Custodian of Records or designee shall be responsible for the coordination of requests for call recordings and shall notify the requester when information becomes available.
 - B. Office employee requests, outside of the Custody Bureau Intelligence Unit:
 - 1. Employees shall complete the *Inmate Electronic Records Request* form located on the Office's shared drive.
 - 2. The requesting employee and their supervisor shall sign the form. The request shall be forwarded to the Custody Bureau Intelligence Unit Commander for authorization and signature and shall then be forwarded to the Inmate Electronic Records Team Custodian of Records or designee.
 - 3. Once the approved request is received, the Inmate Electronic Records Team Custodian of Records or designee shall produce the requested recordings on CD/DVDs and notify the requestor when the information is available.
 - C. Office employee requests, outside of the Custody Bureau Intelligence Unit, who have ITS access for monitoring recorded inmate calls shall:
 - 1. Fill out an *Inmate Electronic Records Request* form.
 - 2. The requesting employee and their supervisors shall sign the completed form.
 - 3. The request shall be forwarded to the Custody Bureau Intelligence Unit Commander for authorization and signature and shall then be forwarded to the Inmate Electronic Records Team Custodian of Records or designee.
 - 4. The Custodian of Records shall enter the information into the Inmate Electronic Records Database and notify the requestor when the records are available.
 - D. Custody Bureau Intelligence Unit personnel shall submit an *Inmate Electronic Records Request* form and follow the described procedure, if the following applies:
 - 1. The recordings are necessary for evidentiary purposes.
 - 2. If detention personnel are assigned to an inter-agency task force, and their request falls outside of their normal assigned duties.
 - 3. The Custody Bureau Intelligence Unit supervisors shall maintain a monthly report of all inmate calls accessed by Custody Bureau Intelligence Unit personnel. This report shall catalog all requests made as part of their normal assigned duties.
 - E. Outside law enforcement agency requests:
 - 1. Law enforcement agencies requesting telephone call recordings shall be required to submit a subpoena, court order, or *Inmate Electronic Records Request* form to the Inmate

Electronic Records Team Custodian of Records prior to being provided with any information.

- a. The subpoena, court order, or the *Inmate Electronic Records Request* form shall, at a minimum, contain the inmate's name and booking number, and specific "to" and "from" dates for call recordings. The end date cannot exceed 30 calendar days from the date of the request.
 - b. The requesting law enforcement agencies shall provide at least two blank CD/DVDs an original and a secondary copy, for each request. If the request exceeds the capacity of a single CD/DVD, the requesting agency shall provide as many CD/DVDs as deemed necessary by the Inmate Electronic Records Team Custodian of Records or designee to make the original and secondary copies of the requested information.
2. Upon release of the recordings, the Inmate Electronic Records Team Custodian of Records or designee shall verify the name and identity of the requestor by reviewing their respective agency-issued identification card. The requester's information shall be documented in the Inmate Telephone Electronic Records Database.
 3. Out of state law enforcement agencies will provide a self-addressed, postage paid, return envelope along with the required number of replacement CD/DVDs in order for the records to be returned.
 4. A copy of all recordings provided to a law enforcement agency shall be maintained for one year to be consistent with the retention of all recorded calls on the ITS.
14. **Security of Recording Equipment:** Access to audio recording equipment shall be limited to the contracted ITS vendor, ITS Administrator, and personnel who have been authorized by the ITS Administrator or the Custody Bureau Intelligence Bureau Chief or designee. User access is restricted to those individuals who have been approved and who have received the approved ITS training and issued an authorized password.
 15. **Security of Digital Recordings:** The Inmate Electronic Records Team Custodian of Records shall maintain copies of requested recordings in a cabinet within a secure room. Access is restricted to the Custody Bureau Intelligence Unit and as authorized by the Custody Bureau Intelligence Unit Commander or designee.
 16. **Retention of Records and Recordings:** All inmate telephone call records and digital recordings shall be maintained for one year pursuant to the Arizona State Library, Archives, and Public Records Retention and Retention Schedule. Any records, recordings, or audio tapes still in existence from a prior inmate telephone system shall be destroyed in accordance with the Arizona State Library, Archives, and Public Records Retention and Retention Schedule. Call records and recordings may be retained beyond the normal retention schedule as a result of a subpoena, court order, or upon receipt of a Document Preservation Notice.