

**SNOPAC  
STANDARD OPERATING MANUAL**

**SUBJECT: PROCEDURE**

**DATE: OCTOBER, 1995**

**PUBLIC RECORD DISCLOSURE**

**POLICY:** The disclosure of SNOPAC records will be governed by appropriate state and local regulations and the procedures outlined in this policy.

**BUSINESS NECESSITY FOR THIS POLICY:** Dispatch center communications are subject to judicial process and may be considered admissible evidence. All phone, radio and CAD entries are recorded. The following information will help to provide an understanding of the dissemination of information and how it pertains to public record disclosure.

**PROCEDURE:**

**Requests for Inspection and or Copying of Public Records:** Requests must identify and define the records being sought with reasonable specificity. Any requests that are too generalized will be returned to the requesting individual for further clarification.

**Response to Requests for Public Records Inspection and/or Copying:** SNOPAC shall respond to requests in a reasonable time for inspection and/or copying of public records. Within five (5) business days of receiving the request, SNOPAC must respond by:

1. Providing the record; **OR**
2. Acknowledging the receipt of the request and providing reasonable estimate of time required to respond to the request; **OR**
3. Denying the request and provide a written statement of specific reasons.

**Appeal Process:** If you feel that information has been withheld or deleted in error, you may file a written appeal with the SNOPAC Director within five (5) business days from the date of this letter. The appeal must include your name and address and a copy of this letter together with a brief statement identifying the basis of the appeal.

Please mail or deliver your appeal to:

SNOPAC  
Attention: Executive Director  
1121 SE Everett Mall Way, Suite 200  
Everett, Washington 98208

**Records Exempt from Public Inspection and Copying:**

1. Witnesses to or victims of crime or who file complaints with investigative, law enforcement agencies if disclosure would endanger any person's life, physical safety or property. (RCW 42.56.240 (2))
2. Invasion of privacy if disclosure of information about the person would be highly offensive and is not of legitimate concern to the public. (RCW 42.56.050) NOTE: Public records may be used if the party/ies affected have timely notice and the record does not unreasonably invade personal privacy.
3. HIV/AIDS medical status (RCW 70.24.105)

4. Patient medical information (WAC 246-100-016)
5. Sexual assault victims under 18 years of age. (RCW 42.56.240 (5))
6. Disclosure of sensitive information contained in SNOPAC employee personnel files. (RCW 42.17.210; PAM 11.3)

**800 MHz Requests:**

1. Requests for 800 frequency assignments will be referred to the FCC website.
2. SNOPAC will limit itself to providing a list of talk groups for only the agencies we serve. SERS will provide information about regional talk groups or technical questions. All requests will be referred to the Operations Manager for processing.

**SNOPAC User Agency Request for Duplication of Master Recordings:** Any requests from SNOPAC user agencies for media duplication must be made on SNOPAC form "SNOPAC 911 Request Form" to include agency-approving authority.

**Public Requests for Duplication and/or Inspection of Master Recordings:** Public requests from private attorneys, agencies or businesses doing business for profit, Public Defenders Office or private citizens are encouraged to submit their requests in writing. They may be submitted in person, via US mail or fax.

Public records subject to disclosure may have identifiable details deleted to the extent necessary to prevent an unreasonable invasion of privacy. Any deletions made shall be explained in writing.

**Records Retention and Storage:** 9-1-1 master recordings are retained for (90) days as provisioned by the Secretary of State Retention Schedule Guidelines. All master recordings are secured in locked storage and are accessible by the Records Custodian or designee.

**LEGAL BASIS:**

- RCW 42.56 Public Records
- WAC 246.100.016 Medical Confidentiality
- RCW 70.24.022(3) Sexually Transmitted Disease Confidentiality
- RCW 42.17.31901 Identity of Child Victims of Sexual Assault Exempt
- RCW 40.14.070 Records Retention
- WAC 434.635.050 Records Retention