

AUTOMATIC FARE COLLECTION DEPARTMENT STANDARD OPERATING PROCEDURE		SECTION XXX-SOP # XXXX
Subject: Standard Operating Procedure for the MBTA Transit Police Department to Access the Active Systems Electronic Fare Media Program Records that contain Personally Identifiable Information for Legal Proceedings or Contemplated Legal Proceedings.		Page 1 of 2
Approved Date: November 2, 2007	Revised:	Revision:

1-0 Purpose

The purpose of this Standard Operating Procedure is to provide direction and guidance to the MBTA Transit Police Department as it seeks to access information from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information for legal proceedings or contemplated legal proceedings.

2-0 Summary

The MBTA Transit Police Department often needs to access information from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information. The MBTA’s Website and Electronic Fare Media Privacy Policy (as amended on December 15, 2006) allows release or use of Personally Identifiable Information in connection with legal proceedings or contemplated legal proceedings. By having a Standard Operating Procedure, the Authority is making a reasonable effort to limit the scope of the disclosure, restricting such disclosures only to appropriate authorities, and disclosing only such Personally Identifiable Information as is reasonably required to fulfill the purpose of the disclosure.

3-0 Procedure

3-1 *MBTA Transit Police Department Complaint and/or Investigation involving a CharlieCard/Ticket*

- 3-1-A** The MBTA Transit Police Department receives a complaint and/or conducts an investigation involving the misuse of a CharlieCard/Ticket
- 3-1-B** The MBTA Transit Police Department assigns a case number to the matter.
- 3-1-C** The MBTA Transit Police Department determines whether access to the active systems Electronic Fare Media Program records that contain Personally Identifiable Information is required for a matter that involves a legal proceeding or a contemplated legal proceeding.
- 3-1-D** The MBTA Transit Police Department submits a completed “MBTA Transit Police Department AFC Records Access Request Form (“Form”)” to the appropriate individual within the AFC Department. (see attached for a copy of the Form.). The designated investigator within the MBTA Transit Police Department must sign the Form.

OPERATIONS CONTROL CENTER STANDARD OPERATING PROCEDURE		SECTION OCC-SOP # DRAFT
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3-2 *AFC Department Retrieves Records Requested by the MBTA Transit Police Department*

- 3-2-A** The AFC Department receives and reviews the Form to determine the information required by MBTA Transit Police Department from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information.
- 3-2-B** As soon as possible, the AFC Department retrieves the records from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information regarding the information requested in the Form. At no point should this step take longer than twenty-four (24) hours.
- 3-2-C** The AFC Department places the records in a sealed numbered envelope.
- 3-2-D** The AFC Department contacts the records requester from the MBTA Transit Police Department that the records are available to be picked up.

3-3 *Record-Keeping by the MBTA*

- 3-3-A** The individual within the AFC Department that compiled the information from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information requested in the Form must complete and sign the Certification section of the Form.
- 3-3-B** Prior to taking possession of the information from the active systems Electronic Fare Media Program records that contain Personally Identifiable Information, the MBTA Transit Police Department must provide a completed and signed Form that corresponds with the information retrieved from the records.
- 3-3-C** Once a week, the Privacy Administrator must review and complete the Certification section of the Form.
- 3-3-D** The fully executed and completed Forms must be placed in a secured file cabinet in the AFC Department. The Forms will be purged every fourteen (14) months.

4.0 **Forms**

4-1 *MBTA Transit Police Department – AFC Records Access Request Form (Date: 3/17/07)*

INITIATED BY	APPROVED <i>LAW DEPT</i>	APPROVED <i>AFC DEPT</i>	APPROVED <i>POLICE DEPT</i>	DATE	REVISION DATE
S. Darling/J. McLaughlin/ M. Gillespie				11/2/07	