



**The Commonwealth of Massachusetts
Department of State Police
Compliance Unit**

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October 1, 2012

To: All Local, State and Federal Law Enforcement Agencies
From: Sergeant Jeffery C. Joachim, Commanding Officer Compliance Unit
Subject: Access to the Facial Recognition E-Mail Address

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1. The Registry of Motor Vehicles has created an e-mail address that Law Enforcement may send requests to have an image run through the Facial Recognition System. The e-mail address is **MSP-DL-FacialRecES@massmail.state.ma.us**. Please include the department making the request along with the contact persons name and call back number. Only requests received from official Law Enforcement e-mail addresses will be accepted. (No personal e-mails will be answered.)
 2. After the Facial Recognition Team has determined if there is a hit on the subject they will contact you by telephone or by e-mail with the results. If there is a hit on the system they will direct you to CJIS Web so you can see the image of the subject or compare multiple images. If you are still uncertain with the results you may come to the Facial Recognition office at the State Transportation Building 10 Park Plaza Boston, MA to compare hard copies of the hit. It may also be preferred to have the hard copies for court purposes. Due to privacy issues we are unable to send results over the internet.
 3. The following guidelines should be used when sending images to be run through the system.
 4. For Emergencies only call the Facial Recognition Team at 857-368-8605.

MSP-DL-FacialRecES@massmail.state.ma.us

Ideal Image Parameters

1. Maximum Size
 - a. 1024 by 1024 pixels
 - b. 2 megabytesNote: Image properties in MSPAINT can be used to display actual image size.

2. Type:
 - a. JPEG minimum compression (to fit 2 MB)
 - b. BMP

3. Cropping/Zoom
 - a. Head compromises approximately 80% of image height (small bit of shoulders)
 - b. Head comprises 70% of width

4. Subject should be facing directly into camera
 - a. Slightly left or right is acceptable (maximum 10 degrees)
 - b. Never from below

5. Lighting should be as bright as possible
 - a. Avoid dark shadows near the bottom of the face

6. The original image should be submitted for optimum results. (Every time the image is copied it is changed slightly)
 - a. The investigating officer should only use Photo Shop or similar software on the original image if an adjustment is required.

7. If images are available with and without glasses, both should be sent.

Jeffery C. Joachim

Sergeant # 0369
Massachusetts State Police
Commanding Officer, Compliance Unit
10 Park Plaza 2nd Floor
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Facial Recognition Request Form

Directions:

- 1.) Fill out all information as completely as possible.
- 2.) Fax completed form to the MVRs-Facial Recognition Team @ 857-368-0645.

Date: 6/8/2016

Case# - Unassigned until identified

Requesting Agency: Woburn Police Department

Requestors Name: Detective John Walsh

ID# 151 Phone#: [REDACTED] **Fax#:** [REDACTED]

Official E-Mail Address: jwalsh@woburnpd.com

Probe Information:

License# unknown

SS# unknown

Last Name: unknown

First Name: unknown

Notes: No info on target at this time. Information obtained by a cell phone search warrant revealed that he is the source of supply for illegal narcotic distributors in the area. All we know is that his face book account is under the name of [REDACTED], however there are no matching results for R3 and R8 searches in the MA RMV.

Contact the Facial Recognition Team @ **857-368-8605** upon completion of case for license(s) revocation, flagging, and activity hold placement on record(s).

Facial Recognition Team Use Only:

Date of search: _____ **Performed by:** _____

FR # Requests: _____ **Matches:** _____