



**STANDARD OPERATING PROCEDURE:  
REQUEST FOR INFORMATION (RFI) PROCESSING**



## **Standard Operating Procedure: RFI Processing**

### **1. Title**

Boston Regional Intelligence Center (BRIC) Standard Operating Procedure (SOP) for Request for Information (RFI) Processing.

---

### **2. Purpose Statement**

The BRIC is responsible for providing a variety of raw data, information reports, and finished intelligence products, to its law enforcement, public safety and private sector partners regarding criminal and terrorist activity in the Metro Boston Region.<sup>1</sup> BRIC personnel may receive requests for information from a variety of sources to include local, state, and federal law enforcement and intelligence agencies, homeland security and public safety agencies, private sector entities, as well as the public.

The purpose of this SOP is to articulate standardized procedures to govern the required actions taken by the BRIC in conjunction with the preparation of information for dissemination to requestors.<sup>2</sup>

The procedures contained herein are intended to remain at all times compliant with BRIC policies, Boston Police Department (BPD) Rules, policies, and procedures, applicable federal and state laws, and City of Boston ordinances.

---

### **3. Applicability**

This SOP applies to all personnel assigned to the BRIC, and it shall be the responsibility of the Bureau Chief of the Boston Police Department's Bureau of Intelligence and Analysis and the Director of the BRIC to ensure compliance with this SOP.

For the purposes of this SOP, legal requests (*i.e.*, court order, subpoena, etc.), requests from media organizations, Clery Act requests, and Public Records Requests are not considered RFIs. For guidance on handling such requests, BRIC personnel shall reference BPD Rules 300 and 307 and should be handled with the oversight and guidance of BPD's Office of the Legal Advisor and Office of Media Relations.

---

<sup>1</sup> See BRIC Privacy, Civil Right and Civil Liberties Protection Policy (BRIC Privacy Policy) at Section A.

<sup>2</sup> For further information about dissemination of the information produced in response to a RFI, please see the BRIC SOP for Dissemination of Information and Intelligence Products.



## Standard Operating Procedure: RFI Processing

---

### 4. Types of Requestors

The following procedures are mandatory in order to ensure appropriate security protocols are followed to protect sensitive law enforcement information and personal identifying information.

#### **Law Enforcement Requests**

BRIC Personnel may provide Law Enforcement Sensitive information in response to a RFI inquiry made by law enforcement professionals upon confirmation of their right to know and need to know the information being sought.

Determining one's right to know and need to know includes the following:

1. Confirmation of the requestor's identity, title, and role within a law enforcement agency;
2. Confirmation that the information being requested is for official law enforcement or public safety purposes;
3. Confirmation that the information being sought can be shared in a manner consistent with all applicable state and federal laws, City ordinances, and Department rules and procedures.

Requestors must provide full name, title, agency name, contact phone number and government email address. Responses will primarily be provided in writing and delivered via email to a recognized government email address.

Responses to law enforcement requests may contain information that is at or below the "Law Enforcement Sensitive" level, per the BRIC's information handling caveats.<sup>3</sup>

All requests for information contained within the BPD Gang Assessment Database will be handled in accordance with this SOP and BPD Rule 335.

Additionally, personnel are reminded that all requests must be handled in accordance with the Boston Trust Act and Ordinance Banning Face Surveillance Technology in Boston.

#### **Non-Law Enforcement Requests**

Non-law enforcement government organizations, non-profit organizations, and private sector organizations may request data and information from the BRIC. Requestors must provide their full name, title, agency name, contact phone number, and government or business email address, and the reason for the request. A BRIC Supervisor must approve all RFIs from these organizations both before the work for the request begins and before the final product or information is released.

Responses to these organizations may only contain information that is classified at the "Not for Public Release" or "For Public Release" level, per the BRIC's information handling caveats. Prior to release, the information must be thoroughly reviewed to ensure that it does not contain information that is protected from disclosure outside of law enforcement.

---

<sup>3</sup> See BRIC SOP for Dissemination of Information and Intelligence Products.



## Standard Operating Procedure: RFI Processing

Certain organizations may receive information that is classified at the “Sensitive” level, per the BRIC’s information handling caveats, due to their unique “right to know and need to know” as part of their role in ongoing City of Boston public safety efforts. The partner organization must have completed a written memorandum of understanding outlining how sensitive information (including personal identifying information and Criminal Offender Record Information (CORI)) can be handled to assist them in their official duties. A BRIC Supervisor must approve all RFIs from these organizations both before the work for the request begins, and before the final product is released.

All requests for information contained within the BPD Gang Assessment Database will be handled in accordance with this SOP and BPD Rule 335.

Additionally, personnel are reminded that all requests must be handled in accordance with the Boston Trust Act and Ordinance Banning Face Surveillance Technology in Boston.

---

### 5. Procedures

Field request received via telephone, email, facsimile, or in person and enter details of request as indicated below in the BRIC’s request workflow management application:

- 1) Triage the request documenting as much detail as possible about the nature of the request and requestor. This may include the requestor’s name, email, phone number, department, district, Incident or Case Number.
- 2) Select the appropriate request type (*i.e.*, statistics, workup, bulletin, etc.).
- 3) Note the details of the request.
- 4) Select the priority in which the request must be handled:
  - a. Urgent: within one hour / immediately
  - b. Routine: not urgent, not priority, or no time frame given
- 5) Move request to the next step in the process for supervisory review, if necessary.
- 6) Supervisors will review the request to ensure compliance with this SOP and all relevant policies and procedures, and then either:
  - a. Assign an appropriate analyst or analyst team to handle the request;
  - b. Request additional information or clarification about the request from the requestor; or
  - c. Deny the request.
- 7) If assigned a request, the analyst shall mark the request complete in the application after fulfilling the request.<sup>4</sup>

---

<sup>4</sup> See BRIC SOP for Dissemination of Information and Intelligence Products.



## **Standard Operating Procedure: RFI Processing**

---

### **6. Date SOP Updated**

This SOP was updated in 2024, and will be reviewed annually and revised when necessary by the BRIC Director.

---

### **7. References**

This SOP was informed by, includes references to, and should be used in conjunction with the following documents:

- BRIC Privacy, Civil Rights, and Civil Liberties Protection Policy
- BRIC SOP for Dissemination of Information and Intelligence Products
- Boston Police Department, Rule 300 (“Office of Media Relations – Release of Official Information”)
- Boston Police Department, Rule 307 (“Security of Criminal Offender Record Information (CORI) and The Public Record Law (PRL)”)
- Boston Police Department, Rule 335 (“Gang Assessment Database”)
- Boston Municipal Ordinance 11-1.9 (“Boston Trust Act”)
- Boston Municipal Ordinance 16-62 (“Ordinance Banning Face Surveillance Technology in Boston”)