

Glossary/Acronyms

Unit 1 Roles and Responsibilities

Alternate PSAP - A PSAP designated to receive calls when the primary PSAP is unable to do so.

Communication - An act or instance of transmitting; information communicated; information transmitted or conveyed; a verbal or written message; a process by which information is exchanged between individuals through a common system of symbols, signs, or behavior; or exchange of information.

Consolidated PSAP - A facility where multiple Public Safety Agencies choose to operate as a single 9-1-1 entity.

Emergency - "Emergency" means the occurrence or imminent threat of damage, injury, or loss of life or property resulting from an extraordinary natural or man-made cause.

Legacy PSAP - A PSAP that cannot process calls received via i3-defined call interfaces (IP-based calls) and still requires the use of CAMA or ISDN trunk technology for delivery of 9-1-1 emergency calls.

Primary PSAP - A PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.

Public Safety Answering Point - An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy. See also: Primary PSAP, Secondary PSAP, Alternate PSAP, Consolidated PSAP, Legacy PSAP, and Serving PSAP.

Quality Assurance (QA) - All actions are taken to ensure that standards and procedures are adhered to and that delivered products or services meet performance requirements.

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Quality Improvement (QI) - An organized system that assesses and evaluates the process to improve the quality of services provided.

Secondary PSAP - A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.

Serving PSAP - The PSAP to which a call would normally be routed.

Telecommunicator - "Telecommunicator" means a person acknowledged by the Commission and employed by or serving a law enforcement agency that performs law enforcement services on a 24-hour basis who receives, processes, and transmits public safety information and criminal justice data for the agency by using a base radio station on a public safety frequency regulated by the Federal Communications Commission or by another method of communications.

Telecommunicators may also have a title of: Public Safety Call Taker, Law Enforcement Dispatcher, Radio Dispatcher, Public Safety Dispatcher, Fire Dispatcher, and EMS Dispatcher. These are just a few of the most common titles, some agencies may have other titles for Telecommunicators.

Unit 2 Communication Resources and Confidentiality

HIPAA - Health Insurance Portability and Accountability Act

N-1-1 - a three-digit telephone number used in abbreviated dialing in some telephone administrations of the North American Numbering Plan

NCIC - National Crime Information Center

Nlets - National Law Enforcement Telecommunications System

TCIC - Texas Crime Information Center

TPA - Texas Privacy Act

TPIA - Texas Public Information Act

TLETS - Texas Law Enforcement Telecommunications System

Unit 3 Emergency Communications Technology

ANI - (Automatic Number Identification): Telephone number associated with the access line from which a call originates.

ALI - (Automatic Location Identification): The automatic display at the PSAP of the caller's telephone number, the address/location of the telephone and supplementary emergency services information of the location from which a call originates.

Basic 9-1-1 (B 9-1-1) - Basic 9-1-1 means that when the three-digit number is dialed, a call taker/dispatcher in the local public safety answering point (PSAP), or 9-1-1 call center, answers the call. Voice (or TTY) communicates the emergency and its location between the caller and the call taker.

Enhanced 9-1-1 (E 9-1-1) - In areas serviced by enhanced 9-1-1, the call is selectively routed to the proper PSAP for the caller's location, and the PSAP has equipment and database information that displays the caller's phone number and address to the call taker.

Next Generation 9-1-1 (NG 9-1-1) - NG911 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

Public Safety Answering Point (PSAP) - An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

Transfer method - means the method of responding to a telephone request for emergency service by which a public safety answering point transfers the call directly to the appropriate public safety agency or another provider of emergency services for appropriate action.

VoIP (Voice over Internet Protocol) - Technology that permits delivery of voice calls and other real-time multimedia sessions over IP networks.

Telecommunications Relay Service (TRS) - Telephone transmission services that provide the ability for individuals who are Deaf, Hard of Hearing or have speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a disability to communicate using voice communication services by wire or radio.² TRS includes services that enable two-way communication between an individual who uses a text telephone or other nonvoice terminal device and an individual who does not use speech-to-speech services, video relay services and non-English relay services.

Telecommunications Device for the Deaf (TDD) – A telecommunications device for the deaf (TDD) is a teleprinter, an electronic device for text communication over a telephone line, that is designed for use by persons with hearing or speech difficulties.

Teletypewriter (TTY) - A teletypewriter/teleprinter is an electromechanical typewriter that can be used to send and receive typed messages through various communications channels, in both point-to-point and point-to-multipoint configurations.

Video Relay Service (VRS) - A telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and verbally relay the conversation back and forth with a voice caller.

AVL – Automatic Vehicle Location: A means for determining the geographic location of a vehicle and transmitting this information to a point where it can be used.

CAD – Computer Aided Dispatch: A computer-based system, which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.

GIS – Geographical Information System: A system for capturing, storing, displaying, analyzing and managing data and associated attributes which are spatially referenced.

MDT – Mobile Data Terminal: A Mobile Data System is a computerized device used in a vehicle to exchange information between an end user and a communications center.

RMS – Records Management System: The management of records for an organization throughout the records-life cycle. The activities in this management include the systematic and efficient control of the creation, maintenance, and destruction of the records along with the business transactions associated with them. Considered a key component of operational efficiency, record management adds more value to an organization's information assets.

Automatic Vehicle Location (AVL) - Automatic vehicle location (AVL) systems present to the dispatcher of emergency response units (e.g., police cars, ambulances) the estimated real-time locations of units within his/her service area.

Automatic Vehicle Locators – A means for determining the geographic location of a vehicle and transmitting this information to a point where it can be used.

Digital Map - The digital map is an electronic map, which operation is based on a combination of graphic elements assigned to it in the form of electronic information.

Instant Retrieval System – Allows conversation playback after a call has been released. The recording may be controlled manually or automatically, depending on how the feature is configured.

Logging Equipment - A device that records, stores and is capable of playing back all communication media within the domain to which it is assigned. Media can include but is not limited to voice, radio, text and network elements involved with routing a 9-1-1 call.

Printed Map - a representation usually on a flat surface of the whole or a part of an area.

United States National Grid (NSNG) - The Federal Geographic Data Committee's U.S. National Grid (USNG) standard provides a nationally consistent language of location that has been optimized for local applications.

Analog signal - An analog signal is a continuous signal that contains time-varying quantities.

Antenna - An antenna is a transducer that converts radio frequency (RF) fields into alternating current or vice versa.

Base/Fixed Station - A base (or fixed) station radio also contains a transmitter and a receiver.

Citizens Band (CB) - The Citizens Band Radio Service (CBRS) is a private, two-way, short-distance voice communications service for personal or business activities of the general public.

Channel - A path between two nodes in a network. It may refer to the physical cable, the signal transmitted within the cable or to a subchannel within a carrier frequency.

Computer-aided dispatch (CAD) systems - historically used EIA tone remote control to operate radios installed at different locations.

Console radio (Backup) – Low-cost mid-power control station system for a wireless dispatch solution.

Digital - composed of data in the form of especially binary digits ·digital images/photos, a digital readout, a digital broadcast.

Frequency - Wireless systems (radios) transmit data and voice information using a specific radio frequency (RF) to other radios tuned to the same frequency.

Full-Duplex - In this mode, transmitters operate on one frequency, receivers on another but the user can listen and talk simultaneously.

Half-Duplex - This is a mode where transmitters operate on one frequency, receivers on another.

Mobile Radio - Mobile radios are larger than portable radios and are designed to be mounted in a fixed location inside a vehicle (police cruiser, fire truck, etc.).

Noise - an unwanted signal or a disturbance (such as static or a variation of voltage) in an electronic device or instrument (such as radio or television); broadly: a disturbance interfering with the operation of a usually mechanical device or system.

Receiver - a device for converting signals (such as electromagnetic waves) into audio or visual form.

Radio Channel - An assigned band of frequencies sufficient for radio communication.

Radio Over Internet Protocol (ROIP) - Radio over Internet Protocol (RoIP) is a methodology of transmitting and receiving radio communications via Internet Protocol (IP), a data communications standard used to power the Internet as well as home, business and government computer networks.

Repeater System - A repeater is a specialized radio that contains both a receiver and a transmitter.

Simplex - This is a mode where both transmitter and receiver operate on the same frequency.

Skip Distance - The skip distance is the distance over the Earth's surface between the point where a radio signal is transmitted, and the point where it is received having traveled to the ionosphere, and been refracted back by the ionosphere.

Skip Zone - The skip zone, which may also be called a silent zone or dead zone, is a region where a radio transmission cannot be received.

Talk Group - talk group" is a generic term that refers to virtual radio channels created for/by a Trunked Radio Systems (TRS).

Telematics – The mechanisms that support the acquisition of telemetry data and action based upon it.

Transmitter -an apparatus for transmitting radio or television signals.

Tropospheric Ducting - The speed of a radio wave in the atmosphere is determined by the dielectric property of the air.

UHF-Ultra High Frequency - Radio frequencies often used to broadcast television signals. Mobile phones and satellite radio also use UHF signals.

VHF-Very High Frequency - Very high frequency (VHF) refers to the radio frequency electromagnetic waves ranging from 30 to 300 MHz with corresponding wavelengths ranging from 1 m to tens of meters.

Vu-Meter - VU meters measure the volume (intensity) of analog audio signals.

Unit 4 Basic Call Processing Techniques

Communication Cycle - The communication cycle is the process by which a message is sent by one individual, and it passes through a chain of recipients.

Context – The parts of a discourse that surround a word or passage and can throw light on its meaning.

Feedback - The transmission of evaluative or corrective information about an action, event, or process to the original or controlling source.

Sender - to dispatch by a means of communication.

Medium - Also called the channel, the medium is the means by which a message is transmitted.

Message - A communication in writing, in speech, or by signals.

Noise – An unwanted signal or a disturbance.

Receiver - To come into possession of.

Unit 5 Basic Radio Communications

Military Time – a method of measuring time based on the full twenty-four hours of the day rather than two groups of twelve hours; the twenty-four-hour clock.

Phonetic Alphabet – a set of symbols or codes used to show what a speech sound or letter sounds like.

Phonetic Spelling – Of or relating to phonetics. Features of pronunciations that are not distinctive are represented by a speech sound or symbol.

Plain Language – language designed for easy, quick understanding. Avoids verbose, convoluted language and jargon.

Ten Signals – brevity codes used to represent common phrases in voice communications.

Voice Clipping – not allowing time for the radio system to recognize that a transmission is taking place, thereby “clipping” off part of the transmission or message.

Unit 6 Legal and Liability Concepts

Civil Liability – refers to the responsibility for debts or wrongdoing against another private party. For example, if a Telecommunicator fails to advise an officer about the presence of a gun and the officer is killed on a call, the family of the officer--if the state allows—can file a civil case against the agency and/or Telecommunicator.

Compensatory damages – like the name suggests, are intended to compensate the injured party for loss or injury.

Criminal Liability – deals with wrongdoing against society as a whole. It means the person has committed an offense against state criminal codes.

Damages - In tort law, a remedy in the form of monetary compensation to the harmed party. Damages refer to the sum of money the law imposes for a breach of some duty or violation of some right. Generally, there are two types of damages: compensatory and punitive. (The term "damages" typically includes both categories, but the term, "actual damages" is synonymous with compensatory damages, and excludes punitive damages.)

Failure to Direct – failing to give a recruit direction for a task that they obviously do not understand how to complete

Failure to Train – agencies have an obligation to provide valid, job-related training for their recruits and their employees

Gross Negligence - A lack of care that demonstrates a reckless disregard for the safety or lives of others, which is so great it appears to be a conscious violation of other people's rights to safety. It is more than simple inadvertence and can affect the amount of damages.

Liability – one of the most significant words in the field of law, liability means legal responsibility for one's acts or omissions. Failure of a person or entity to meet that responsibility leaves him/her/it open to a lawsuit for any resulting damages or a court order to perform (as in breach of contract or violation of statute). In order to win a lawsuit, the suing party (plaintiff) must prove the legal liability of the defendant if the plaintiff's allegations are shown to be true.

Negligence - A failure to behave with the level of care that someone of ordinary prudence would have exercised under the same circumstances. The behavior usually consists of actions but can also consist of omissions when there is some duty to act (e.g., a duty to help victims of one's previous conduct). 1. Ordinary care means that degree of care that would be used by a person of ordinary prudence under the same or similar circumstances. Primary factors to consider in ascertaining whether the person's conduct lacks reasonable care are the foreseeable likelihood that the person's conduct will result in harm, the foreseeable severity of any harm that may ensue, and the burden of precautions to eliminate or reduce the risk of harm.

Negligent Assignment – when a recruit is not transferred or suspended to a non-sensitive assignment after numerous substantiated disciplinary reports are received. Also, this deals with persons being assigned to positions that they are not properly trained or qualified for

Negligent Entrustment - entrusting a person into a position of responsibility who clearly should not have held such a position

Negligent Hire – when a person is hired without using proper screening techniques. This involves situations when an agency is aware of the shortcomings of their prospective applicant and hires that person anyway. This affirmative link is reached only when a reasonable person is able to determine that the lack of screening was plain and obvious

Negligent Retention (failure to discipline) – after hire, the agency becomes aware, or should have become aware, of a problem behavior and does nothing to correct it

Negligent Supervision – FTOs must observe and correct behavior of recruits. Tolerating inappropriate behavior, such as violating or depriving people of their basic rights, make an FTO negligent in this area

Proximate Cause - An actual cause that is also legally sufficient to support liability. Although many actual causes can exist for an injury (e.g., a pregnancy that led to the defendant's birth), the law does not attach liability to all the actors responsible for those causes. The likelihood of calling something a proximate cause increases as the cause becomes more direct and more necessary for the injury to occur.

Punitive damages – are awarded to punish a wrongdoer.

Standard of Care - The degree of care (watchfulness, attention, caution, and prudence) that a reasonable person should exercise under the circumstances. If a person does not meet the standard of care, he or she may be liable to a third party for negligence.

Tort – from French for “wrong,” a civil wrong or wrongful act, whether intentional or accidental, from which injury occurs to another. Torts include all negligence cases as well as intentional wrongs which result in harm. Therefore, tort law is one of the major areas of law (along with contract, real property, and criminal law) and results in more civil litigation than any other category. Some intentional torts may also be crimes, such as assault, battery, wrongful death, fraud, conversion (a euphemism for theft) and trespass on property and form the basis for a lawsuit for damages by the injured party. Defamation, including intentionally telling harmful untruths about another-either by print or broadcast (libel) or orally (slander)-is a tort and used to be a crime as well.

Vicarious Liability – refers to the responsibility placed upon one person for the failure of another with whom the first person has a special relationship, such as parent and child or employer and employee, to exercise such care as a reasonably prudent person would use under similar circumstances.

Unit 7 Stress, Health, and Awareness

Stress – the body’s response to changes that create taxing demands.

Stressor – a stimulus that causes stress.

Burn out – exhaustion of physical or emotional strength or motivation usually as a result of prolonged stress or frustration.

Eustress – positive stress.

Distress – negative stress.

Unit 8 Ethics

Ethics – at its simplest is a philosophy interested in the study of questioning what is right and what is wrong. It is the basic building block with which the criminal justice system can ensure, to the best of its ability, that its public servants have a method of determining what is right and what is wrong.

Profession – a disciplined group of individuals who adhere to ethical standards. The group possesses special knowledge and skills derived from research, education, and training being recognized by the public.

Professionalism – The personally held beliefs about one’s own conduct as a professional. Often linked to the upholding of principles, laws, ethics, and conventions of a profession as a way of practice.

Moral principles – The principles on which one’s judgments of right and wrong are based.

Unit 9 Cultural Diversity

Diversity - The condition of having or being composed of differing elements: variety; especially: the inclusion of different types of people (such as people of different races or cultures) in a group or organization.

Inclusion - A sense of belonging: feeling respected, valued for who you are; feeling a level of supportive energy and commitment from others so that you can do your best work.

2120 Unit 10 Crisis Communications

10.1 Mental Illness

National Alliance on Mental Illness (NAMI)

Major Depressive Disorder (MDD)

Traumatic Brain Injury (TBI)

10.2 Suicide

Suicide – The act or an instance of taking one’s own life voluntarily and intentionally.

Anorexia - An eating disorder in which people have an intense fear of gaining weight and can become dangerously thin. Signs of anorexia include less than normal weight, negative body image, and obsession with food.

Bulimia - A serious, potentially life-threatening eating disorder characterized by a cycle of bingeing and compensatory behaviors such as self-induced vomiting designed to undo or compensate for the effects of binge eating.

10.3 Family Violence

Family Violence - Abuse as including a range of physical, sexual and emotional maltreatment by one family member against another; according to this definition, the term family includes a variety of relationships beyond those of blood or marriage.

10.4 Stalking

Stalking - A pattern of behavior that makes you feel afraid, nervous, harassed, or in danger. It is when someone repeatedly contacts you, follows you, sends you things, talks to you when you don’t want them to, or threatens you.

Cyberstalking - Refers to the use of the Internet, e-mail, or other telecommunication technologies to harass or stalk another person.

10.5 Sexual Assault

Sexual Assault – See Tx PC 22.011 - Sexual penetration of a person without consent or is inflicted upon a person who is unaware or incapable of giving consent (because of age – under 17 yoa - or physical or mental incapacity) or because of threats of physical harm against the person or another person, or who places the assailant (such as a doctor) in a position of trust or authority.

Aggravated Sexual Assault – See Tx PC 22.021 - Sexual penetration of another, against the person’s will and without the person’s consent and aggravated by use or exhibition of a deadly weapon, more than on perpetrator, victim under 14 yoa, infliction of serious bodily injury or attempts to cause death of the victim, or threats that put victim in fear of others becoming victim of an offense of trafficking (see PC 20A.02).

Unit 10.6 Human Trafficking

Human trafficking – See Tx PC 20A.02 - Involves the use of force, fraud, or coercion to obtain some type of labor or commercial sex act. Traffickers use force, fraud, or coercion to lure their victims and force them into labor or commercial sexual exploitation.

Unit 10.7 Hostage Barricaded

Hostage - a person held by one party in a conflict as a pledge pending the fulfillment of an agreement; a person taken by force to secure the taker's demands; one that is involuntarily controlled by an outside influence.

Unit 10.8 Explosives and Suspicious Packages

Weapons of Mass Destruction (WMD) - Title 18 U.S.C. §2332a defines weapons of mass destruction as any explosive, incendiary, or poison gas designed or intended to cause death or serious bodily injury.

Unit 10.9 Emergency Management

Incident Command System (ICS) - is a standardized management tool meeting the demands of small or large emergency or nonemergency situations and is a key feature of the National Incident Management System (NIMS). It represents best practices and has become the standard for emergency management across the country.

NIMS - is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. The intent of NIMS is to be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity and improve coordination and cooperation between public and private entities in a variety of domestic incident management activities.

Telecommunicator Emergency Response Taskforce (TERT) - involves a comprehensive program that includes assistance to individual states in developing programs that would lead to the establishment of predetermined and selected trained teams of individuals who can be mobilized quickly and deployed to assist communications centers during disasters.

Unit 10.10 Missing and Exploited Children

AMBER Alert – broadcasts abducted children through radio, television, road signs and all available technology.

Attempted Abductions - Reports of attempted abductions, short-term “abduct and release” incidents, and other suspicious incidents involving children.

Code Adam Program - Program designed to help businesses, parks, government buildings, and other establishments ensure that they have safety protocols in place to respond quickly and effectively to situations involving a missing child.