

Unit 2

Communication Resources and Confidentiality

2.1.0 Unit Goal: Summarize available resources for the Telecommunicator in a Public Safety Answering Point (PSAP).

2.1.1 Learning Objective: Define the term database.

- Database - a usually large collection of data organized especially for rapid search and retrieval (as by a computer) an online database.

Database. (2018, February 8). Retrieved from Merriam Webster.

<https://www.merriam-webster.com/dictionary/database>

2.1.2 Learning Objective: Define and summarize the Texas Law Enforcement Telecommunications System.

- Texas Law Enforcement Telecommunications System (TLETS): is a statewide telecommunications network composed of computer terminals, interfaces, and databases representing the city, county, state, federal, military law enforcement, and criminal justice agencies in Texas. This network is controlled by a computerized electronic message switching system located at the Texas Department of Public Safety in Austin.
- Member agencies have the capability of exchanging administrative type messages and, when authorized, have access to various databases that enable them to retrieve and enter certain computerized data. Additionally, other law enforcement and criminal justice agencies, systems, files, and services are available to TLETS members through the Nlets - International Justice and Public Safety Network. Nlets provides TLETS members access to law enforcement, criminal justice agencies, and other informational files and services in the United States, Puerto Rico, the Virgin Islands and a number of foreign countries.
- Administration - The Director of the Texas Department of Public Safety (TXDPS) has the direct responsibility for the administrative control, access and operation of the Texas Law Enforcement Telecommunications System (TLETS). TLETS operates under a shared management concept wherein TXDPS Information Technology manages the technical components of the system such as design, operation, circuits and the satellite network (VSAT). The TXDPS Law Enforcement Support Division manages the operations of the TLETS system such as: coordinating new agency membership, creating new/maintaining existing database interfaces, user agreements, system management responsibilities and other administrative matters pertaining to TLETS. Additionally, an individual from the Law Enforcement Support Division serves as the state representative for the International Justice and Public Safety Network (Nlets).

TLETS. (2018, February 8). Retrieved from TLETS/Nlets Manual: page 14

https://www.dps.texas.gov/director_staff/information_management/tlets/tletsManual.pdf

2.1.3 Learning Objective: List web-based online help files located through OMNIXX Force via the TLETS Help Menu.

- DPS Contact List
- DPS Training Policy
- Handgun Compact States
- Nlets Help Files
- Nlets User Guide
- Offline Search Policy
- OMNIXX Force User Guide
- Social Security Numbering Scheme
- VISA

TLETS Help Menu. (2018, February 8). Retrieved from TLETS/Nlets Manual: page https://www.dps.texas.gov/director_staff/information_management/tlets/tletsManual.pdf

2.1.4 Learning Objective: Define and summarize the International Justice and Public Safety Network.

- The International Justice and Public Safety Network (Nlets) is made up of representatives of law enforcement agencies from each of the 50 states, the District of Columbia, Puerto Rico, US Virgin Islands, Guam, Canadian Police Information Center (CPIC), Interpol and federal law enforcement agencies. Nlets is incorporated under the laws of the state of Delaware and is a non-profit organization whose purpose is to provide interstate communications to law enforcement, criminal justice and other agencies involved in enforcement of laws. As a 501(c) (3) not for profit organization, Nlets is solely funded by membership fees.
- NLETS users can obtain information for a specific database concerning format, inquiry requirements and other information that is unique to a particular state, subject or country by using the NLETS State Help Files.

Nlets State Help Files. (2018, February 8). Retrieved from TLETS/Nlets Manual: p. 43 https://www.dps.texas.gov/director_staff/information_management/tlets/tletsManual.pdf

2.1.5 Learning Objective: Define and summarize the Texas Crime Information Service.

- Texas Crime Information Service - The Texas Crime Information Center (TCIC) provides immediate access 24 hours a day, 7 days a week to law enforcement agencies throughout the state to data regarding:
 - Stolen Vehicles
 - Stolen Boats
 - Stolen Guns
 - Stolen Articles
 - Missing Persons
 - Wanted Persons
 - Sex Offender Status
 - Protective Order Status
- Crime Records strategies assist the local law enforcement agencies in their reporting to and inquiring in the online databases.

- Timeliness and validity of entry and removal of stolen and wanted records are the Crime Records priorities.

Texas Crime Information Service. (2018, March 15). Retrieved from DPS website:

https://www.dps.texas.gov/administration/crime_records/tcic/index.htm

2.1.6 Learning Objective: Define and summarize the National Crime Information Service.

- NCIC is a nationwide computerized information system established as a service to all criminal justice agencies local, state, and federal.
- NCIC is an electronic clearinghouse of crime data consisting of 21 files that can be accessed by criminal justice agencies nationwide 24 hours a day, 365 days a year.
 - Wanted Persons
 - Unidentified Persons
 - Immigration Violators
 - Known or Suspected Terrorist
- NCIC helps criminal justice professionals apprehend fugitives, locate missing persons, recover stolen property, and identify terrorists.
- NCIC assists law enforcement officers in performing their duties more safely and provides information necessary to protect the public.
- NCIC contains images that can be associated with records to help agencies identify people and property items.

National Crime Information Service. (2018, March 15). Federal Bureau of Investigations.

<https://www.fbi.gov/services/cjis/ncic>

2.1.7 Learning Objective: Define and summarize translation services available to PSAPs.

- Translate – To change words from one language to another.
- Translation Services bridge communication gaps for organizations that need rapid access to language assistance, via phone, mobile app, written text, or in person supporting hundreds of languages and operate 24/7, impacting the lives of millions in the United States.

Translate. (2018, March 15). Retrieved from Merriam Webster. 1. To change words from one language to another. www.learnersdictionary.com/definition/translate

Voiance. About us. CyraCom International. (2018, April 25)

<http://interpret.voiance.com/about/>

2.1.8 Learning Objective: List resources available within a Public Safety Answering Point.

- **Relay Texas** is a service that provides telephone access for people with speech or hearing loss who find it challenging or impossible to use a traditional telephone. There are several different types of relay services, each designed to accommodate different users' needs and capabilities.
 - Traditional Relay:
 - Voice to Relay
 - TTY/ASCII/TeleBraille
 - Voice Carry-Over
 - Speech-to-Speech
 - Spanish Relay
 - CapTel 840
 - International Calling

- Internet Relay:
 - Video Relay
 - Internet Relay
 - CapTel Phones
 - WebCap Tel
 - 10-Digit Number
- All relay calls are kept confidential. No records are kept, and conversations are automatically erased from the computers after the end of each call. All services are available for Texans 24 hours a day, 365 days a year. There are no restrictions imposed on Relay Texas calls, and state and federal laws mandate confidentiality. *Relay Texas. How Relay Texas Works. (2018, February 8). Retrieved from Relay Texas: <https://relaytexas.com>*

2.1.9 Learning Objective: List organizations that provide help for emergency services and shelters.

- American Red Cross Mission Statement - The American Red Cross prevents and alleviates human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors.
 - The American Red Cross, through its strong network of volunteers, donors, and partners, is always there in times of need. We aspire to turn compassion into action so that,
 - all people affected by disaster across the country and around the world receive care, shelter, and hope;
 - our communities are ready and prepared for disasters;
 - everyone in our country has access to safe, lifesaving blood and blood products;
 - all members of our armed services and their families find support and comfort whenever needed; and
 - in an emergency, there are always trained individuals nearby, ready to use their Red Cross skills to save lives.

Red Cross. (2018, March 15). The American Red Cross Mission Statement.

<http://www.redcross.org/about-us/who-we-are/mission-and-values>

- Texas Women's Shelter - WomenShelters.org is all about providing easy to find shelter listings for women in need. We want to make it simple and easy to use for women who need help quick. We provide listings of emergency shelters, transitional housing, family shelters, residential treatment centers, and other residential services for women.

Texas Women's Shelter. (2018, March 15). About us. A nationwide directory of shelters for women. <https://www.womenshelters.org/art/about>

2.1.10 Learning Objective: Discuss the history of N-1-1 and its role in public safety.

- N-1-1 – In 1992, the Commission adopted a Notice of Proposed Rulemaking (N-1-1 NPRM) proposing that incumbent local exchange carriers be required to provide abbreviated dialing arrangements. Subsequent to the N-1-1 NPRM, various parties asked the Commission to designate N-1-1 codes to facilitate network access to Telecommunications Relay Service (TRS) for individuals with hearing or speech

disabilities, to federal and state government services, and to non-emergency police services.

- In 1997, the Commission released the N11 First Report and Order and FNPRM in which it assigned 311 on a nationwide basis for non-emergency police services. The Commission also granted the request for an N11 code to reach Telecommunications Relay Services (TRS), assigning 711 nationwide for this use. Abbreviated dialing codes enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly.

Among abbreviated dialing arrangements, “N11” codes are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both one. There are only eight possible N11 codes, making N11 codes among the scarcest of numbering resources. Following are the existing N11 code assignments:

- 211: Assigned to community information and referral services
- 311: Assigned nationwide for non-emergency police and other government services
- 411: Unassigned, but used virtually nationwide by carriers for directory assistance
- 511: Assigned to traffic and transportation information
- 611: Unassigned, but used broadly by carriers for repair service
- 711: Assigned nationwide for access to Telecom Relay Services
- 811: Unassigned, but used by local exchange carriers for business office use
- 911: Unassigned, but used nationwide for emergency services

N-1-1. (2018, March 15). *Federal Communications Commission, Fact Sheet: Abbreviated Dialing Codes, Summary page 1.* <https://www.fcc.gov/article/doc-204337a2?fontsize=mediumFont>

2.1.11 Learning Objective: Define social media and discuss social networks and their benefits. Public Safety Media, community, or another organizational outlet.

- Today, public safety is a bit more sophisticated, and methods of communication much faster. Law enforcement tools have evolved from wanted posters to police radio, patrol cars and social networks, such as Twitter, Facebook, and YouTube. Hansen, W. Article: *How Social Media Is Changing Law Enforcement.* (2011, December 2). *Government Technology, Introduction 2nd paragraph:*

www.govtech.com/public-safety/how-social-media-is-changing-law-enforcement.html

- Social Media - Any of a number of integrated web-based technology tools that allow users to generate their own content and share that content through various connections (ex: Facebook, Twitter, Instagram, Google+, etc.).

APCO ANSI 1.112.1-2014. *Retrieved Best practices for the use of social media in public safety communications.* APCO. Chapter 2.1 Page 12.

<https://apcointl.org/standards/apco-standards-for-download.html>

- Media containing Public Information - The definition of "public information" provided by Subsection (a) applies to and includes any electronic communication created, transmitted, received, or maintained on any device if the communication is in connection with the transaction of official business.
 - The media on which public information is recorded include:
 - paper, film, a magnetic, optical, solid state, or another device that can store an electronic signal, tape, Mylar, and any physical material on which information may be recorded, including linen, silk, and vellum.

Media. (18, March 15). Government Code. Title 5. Subtitle A. Chapter 552. Subchapter 552.002-(a-2). <http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.552.htm>

2.1.12 **Learning Objective:** Discuss standardized protocols and processing platforms.

- Note or flip cards, call processing protocols, procedures, etc.
 - The benefits of using an agency-adopted standardized approach (e.g., protocols) to call taking in emergency communication processing centers are far-reaching. Protocols ensure that each incident received by the PSAP or ECC is:
 - Processed according to approved standards of care;
 - Prioritized at an appropriate response germane to the urgency of the call for service;
 - Suitable for random review and auditing processes;
 - Handled in a manner consistent with the objective to preserve and protect the lives of the responders and those at the scene.
 - Supports preplanning for scalable incidents that require additional resources
- Emergency Medical Dispatch (EMD) Guide cards:
 - Have a standardized implementation process.
 - Customized to meet an agency's needs, resources and training of all dispatch personnel.
 - Serve as a tool to properly prioritize the response level of a call.
 - Provide pre-arrival instructions to the caller.
- Training Material and Policies and Procedures:
 - Protocols are agency-adopted standardizations; the benefits of using an agency-adopted standardized approach in emergency communication are service delivery and response impact. Protocols ensure that each incident received is:
 - Processed according to approved standards of care.
 - Prioritized at an appropriate response to the urgency of the call for service.
 - Suitable for random review and auditing processes.
 - Handled in a manner consistent with the objective to preserve and protect the lives of the responders and those at the scene.
 - Supports preplanning for scalable incidents that require additional resources.

Guide Cards (2018) APCO International, INC.

<https://www.apcointl.org/training-and-certification/guidecards/emd-guidecards/>

Emergency Call Processing Protocol Standard. (2015, May 25). NENA. 2.3 Benefits, page 5-6 of 12.

http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA_56-006.1_Emergency_Call.pdf

Emergency Call Processing Protocol Standard. (2015, May 25). NENA. 2.3 Benefits

http://c.ymcdn.com/sites/www.nena.org/resource/resmgr/Standards/NENA_56-006.1_Emergency_Call.pdf

2.1.13 Learning Objective: Define the term supervisor.

- A supervisor is one that supervises, especially: an administrative officer in charge of a business, government or school unit or operation.
 - Supervisors provide instruction or direction on policy and procedures, difficult callers, geography, etc.

Supervisor. (2018, March 15). Merriam-Webster: One that supervises; especially: an administrative officer in charge of a business, government or school unit or operation.

<https://www.merriam-webster.com/dictionary/supervisor>

2.2.0 Unit Goal: Discuss the importance of maintaining the confidentiality of Public Safety information.

2.2.1 Learning Objective: Define the term confidential.

- Confidential: containing information whose unauthorized disclosure could be prejudicial to the national interest.

Confidential. Merriam-Webster.com. Merriam-Webster. Definition 4. (2018, March 15)

<https://www.merriam-webster.com/dictionary/confidential>

2.2.2 Learning Objective: Identify the importance of maintaining the confidentiality of Public Safety information.

- Distinguishing between what information is considered public or private within your agency's policies including:
 - The definition of confidentiality using specific topics or cases: containing information whose unauthorized disclosure could be prejudicial to the national interest.

Confidential. Merriam-Webster.com. Merriam-Webster. Definition 4. (2018, March 15)

<https://www.merriam-webster.com/dictionary/confidential>

- Social Media - Any of a number of integrated web-based technology tools that allow users to generate their own content and share that content through various connections (ex: Facebook, Twitter, Instagram, Google+, etc.).

APCO ANSI 1.112.1-2014. Retrieved Best practices for the use of social media in public safety communications. APCO. Chapter 2.1 Page 12.

<https://apcointl.org/standards/apco-standards-for-download.html>

2.2.3 Learning Objective: Discuss the legal aspects of Telecommunicator confidentiality.

- TLETS/NLETS - Texas Law Enforcement Telecommunications System and the International Justice and Public Safety Network are designed exclusively for use by criminal justice agencies in conducting their lawfully authorized duties within their respective jurisdictions and between agencies as required. Data obtained over these systems may only be disseminated to criminal justice agencies as defined by state statute and federal regulations. Secondary dissemination by those agencies is permissible when authorized for a specific purpose by state and federal laws. Each agency must ensure that TLETS terminals and/or terminals on local systems, which have access to TLETS, are secure from unauthorized use.

- No information delivered from Nlets is to be used for any purposes other than that for which it was originally requested, except to review message traffic for quality control or for statistical analysis purposes.

TLETS. System Access and Dissemination Policy. (2017), page 20.

https://www.dps.texas.gov/director_staff/information_management/tlets/tletsManual.pdf

- TCIC/NCIC - The data stored in the NCIC System and the III File are documented criminal justice information and must be protected to ensure correct, legal and efficient dissemination and use. It is incumbent upon an agency operating an NCIC terminal to implement the necessary procedures to make that terminal secure from any unauthorized use. Any departure from this responsibility warrants the removal of the offending terminal from further NCIC participation. The same access policy guidelines in NCIC apply to TCIC.

TLETS. System Access and Dissemination Policy. (2017), page 20.

https://www.dps.texas.gov/director_staff/information_management/tlets/tletsManual.pdf

- Sec. 411.085. UNAUTHORIZED OBTAINING, USE, OR DISCLOSURE OF CRIMINAL HISTORY RECORD INFORMATION; PENALTY.
 - A person commits an offense if the person knowingly or intentionally: obtains criminal history record information in an unauthorized manner, uses the information for an unauthorized purpose, or discloses the information to a person who is not entitled to the information; or violates a rule of the department adopted under this subchapter.
 - An offense under Subsection (a) is a Class B misdemeanor, except as provided by Subsection (c).
 - An offense under Subsection (a) is a felony of the second degree if the person: (1) obtains, uses, or discloses criminal history record information for remuneration or for the promise of remuneration; or (2) employs another person to obtain, use, or disclose criminal history record information for remuneration or for the promise of remuneration. (d)
 - The department shall provide a copy of this section to each person who applies for access to criminal history record information maintained by the department; and each private entity that purchases criminal history record information from the department.

Unauthorized Obtaining, Use, or Disclosure of Criminal History Record Information; Penalty Sec. 411.085 Government Code, (c), (1).

<http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.411.htm>

- Health Insurance Portability and Accountability Act (HIPAA) - The Health Insurance Portability and Accountability Act (HIPAA) privacy rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information. At the same time, the privacy rule is balanced so that it permits the disclosure of personal health information (PHI) needed for patient care and other important purposes. Texas state laws and legislation strengthen the protection to include an individual's sensitive personal information (SPI). As a covered entity, contracted providers

are mandated to follow the HIPAA and privacy laws, as well as state legislation. Legislation requires that a covered entity:

- Ensures the security and safeguard of protected health information (PHI) and sensitive personal information (SPI).
- Provides HIPAA and privacy training to employees, contract employees, and volunteers.
- Requires an employee, contract employee, volunteer or manager to report a potential violation incident to the covered entity's management or Privacy Office.
- Requires the covered entity to assess the validity of an incident and provide notification if required.
- Reports HIPAA violations and findings to the federal secretary of Health and Human Services (HHS), as required.

Texas Health and Human Services, HIPAA and Privacy Laws; Home>Laws & Regulations>Legal Information>HIPAA and Privacy Laws, first paragraph, first sentence.

<https://hhs.texas.gov/laws-regulations/legal-information/hipaa-privacy-laws>

- Texas Government Code Chapter 552, known as the Texas Public Information Act, 552.001 states: “...it is the policy of this state that each person is entitled, unless otherwise expressly provided by law, at all times to complete information about the affairs of government and the official acts of public officials and employees,”
- TGC Section 552.002, Definition of Public Information; Media Containing Public Information. This sections states: “...”public information” means information that is written, produced, collected, assembled, or maintained under a law or ordinance or in connection with the transaction of official business.”
- Exceptions to the release of information do exist – see TGC Chapter 552, subchapter C. Information Excepted from Required Disclosure.
- Rights of Requestors – Requestors have the right to:
 - Prompt access to information that is not confidential or otherwise protected;
 - Receive treatment equal to all other requestors, including accommodation in accordance with the Americans with Disabilities Act (ADA) requirements;
 - Receive certain kinds of information without exceptions, like the voting record of public officials, and other information;
 - Receive a written itemized statement of estimated charges, when charges will exceed \$40, in advance of work being started and opportunity to modify the request in response to the itemized statement;
 - Choose whether to inspect the requested information (most often at no charge), receive copies of the information or both;
 - A waiver or reduction of charges if the governmental body determines that access to the information primarily benefits the general public;
 - Receive a copy of the communication from the governmental body asking the Office of the Attorney General for a ruling on whether the information can be withheld under one of the accepted exceptions, or if the communication discloses the requested information, a redacted copy;
 - Lodge a written complaint about overcharges for public information with the Office of the Attorney General. Complaints of other possible violations may

be filed with the county or district attorney of the county where the governmental body, other than a state agency, is located. If the complaint is against the county or district attorney, the complaint must be filed with the Office of the Attorney General.

Unit 2 Communication Resources and Confidentiality Resources

- HIPAA Training Video. Published January 28, 2015, Retrieved December 12, 2017.
<https://www.youtube.com/watch?v=mEu6NGPA0Cg>
- Attorney General Investigating Possible SAPD Public Information Violations. Published July 11, 2013, Retrieved December 12, 2017.
<https://www.youtube.com/watch?v=pL4iRDrXVxU&t=17s>
- Relay Texas. How Relay Works video. <http://relaytexas.com/support/videos/instructional-videos>

Glossary/Acronyms

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