

Unit Goal: Key terminology and procedures necessary to communicate effectively via Public Safety Radio.

36.1. Identify key terms and the various services provided in public safety.

Key Terms:

- ANI/ALI (Automatic Number Identification/Automatic Location Identification) – the phone number and address of a 9-1-1 call that are used to route the call to the appropriate answering point.
- Angle of Arrival – the sector of the cell tower that the signal hits, used to route a 9-1-1 call from a cell phone, could be useful when cell tower address and sector are the only address information available.
- Computer Aided Dispatch (CAD) – computer-based system which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.
- Dead Spot – an area within a coverage area where service is not available.
- Interoperability – multiple entities being able to communicate with each other when working a large-scale incident.
- Mobile Data Computer (MDC) (MDT, MDB, etc.) – in car computer, may be called mobile data terminal or mobile data base.
- Mobile Radio – radio permanently installed in a squad car.
- Portable Radio – radio that an officer carries on their person.
- PSAP – Public Safety Answering Point, communications facility operated continuously assigned the task of receiving first line 9-1-1 calls and dispatching a response.
- Skip (Interference) – atmospheric and weather conditions can cause a radio transmission to skip along the channel causing choppy radio transmissions.
- SSAP – Secondary PSAP, receives 9-1-1 calls transferred from a PSAP.
- Triangulation – comparing the angle of arrival at three cell towers to approximate the location of the cell phone.
- Telecommunicator – 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 communication.

Public Safety Entities:

- Law Enforcement
- Fire Service
- Emergency Medical Service
- 9-1-1 Emergency Communications
- Emergency Management Services

- Emergency Notification System

36.2. Explain the officer's basic role as it relates to initiating the state's emergency response during disasters.

Texas Disaster Act:

- Chapter 418 of the Government Code may be cited at the Texas Disaster Act of 1975.
- The Act established the Division of Emergency Management (DEM) which is a component of the Texas A&M University System.
- DEM administers a Comprehensive Emergency Management program designed to reduce the vulnerability of the citizens and communities of this state to damage, injury, and loss of life and property by providing a system for the mitigation, preparedness, response, and recovery from natural or man-made disasters.
- All requests for assistance must be channeled through the proper civil authority.

Department of Homeland Security (DHS):

- The Division of Emergency Management (DEM) also operates under the National Strategy for Homeland Security and the Homeland Security Act of 2002, which was established to mobilize and organize our nation to secure the homeland from terrorist attacks.

36.3. Identify protocol for consistent radio communication and laws that govern the use of the radio.

Radio Broadcast Standardization

- Addresses and Phonetics
 - Repeat addresses.
 - American Law Enforcement Phonetic Alphabet:

(A) ADAM	(N) NORA
(B) BOY	(O) OCEAN
(C) CHARLES	(P) PAUL
(D) DAVID	(Q) QUEEN
(E) EDWARD	(R) ROBERT
(F) FRANK	(S) SAM
(G) GEORGE	(T) TOM
(H) HENRY	(U) UNION
(I) IDA	(V) VICTOR
(J) JOHN	(W) WILLIAM
(K) KING	(X) X-RAY
(L) LINCOLN	(Y) YOUNG
(M) MARY	(Z) ZEBRA

- Military time
 - 0001 Beginning of the day, zero zero zero one
 - 0015 Quarter past midnight, zero zero one five
 - 0100 1 am, zero one hundred
 - 0200 2 am, zero two hundred

- Federal Communications Commission (FCC) - federal agency responsible for implementing and enforcing America's communications law and regulations.

- ## General Guidelines

- Unit Goal: Alerts available through the Texas Department of Public Safety and the criteria.**

- The Texas Department of Public Safety (DPS) State Operations Center (SOC) coordinates the dissemination of qualifying missing person information with its resource partners.
- This is known as the State Network whose goal is to rapidly notify the public of specific missing person cases. Only a law enforcement agency can make a request to activate the State Network.

- AMBER Alerts inform the public of serious child abductions.

- Is this child 17 years of age or younger, whose whereabouts are unknown, and whose disappearance law enforcement has determined to be unwilling which poses

a credible threat to the child's safety and health; and if abducted by a parent or legal guardian, was the abduction in the course of an attempted murder or murder?

-OR-

- Is this child 13 years of age or younger, who was taken (willingly or unwillingly) without permission from the care and custody of a parent or legal guardian by:
 - Someone unrelated and more than three years older
 - or**
 - Another parent or legal guardian who attempted or committed murder at the time of the abduction.
- Is this child in immediate danger of sexual assault, death, or serious bodily injury?
- Has a preliminary investigation verified the abduction and eliminated alternative explanations for the child's disappearance?
- Is sufficient information available to disseminate to the public to help locate the child, a suspect, or the vehicle used in the abduction?

36.6. State the criteria for requesting a Silver Alert.

- Silver Alerts inform the public of missing older adults with a documented mental condition.

Criteria for Entry:

- Is the missing person 65 years of age or older?
- Does the person have a diagnosed impaired mental condition, and does the person's disappearance pose a credible threat to the person's health and safety? (Law enforcement shall require the family or legal guardian of the missing person to provide documentation from a medical or mental health professional of the person's condition.)
- Is it confirmed that an investigation has taken place verifying that the person's disappearance is due to their impaired mental condition, and alternative reasons for their disappearance have been ruled out?
- Is the Silver Alert request made within 72 hours of the person's disappearance?
- Is there sufficient information available to disseminate to the public that could assist in locating the missing person?

36.7. State the criteria for requesting a Blue Alert.

- Blue Alerts inform the public of suspected violent criminals who kill or seriously wound local, state, or federal law enforcement officers.

Criteria for Entry:

- A law enforcement officer must have been killed or seriously injured by an offender.
- The investigating law enforcement agency must determine that the offender poses a serious risk or threat to the public and other law enforcement personnel.
- A detailed description of the offender's vehicle, vehicle tag, or partial tag must be available for broadcast to the public.
- The investigating law enforcement agency of jurisdiction must recommend activation of the Blue Alert to the State Operations Center.

36.8. State the criteria for a Camo Alert.

- The CAMO alert was created to help military members dealing with mental illness that go AWAL or missing.
- It is a voluntary registration process.

Criteria for Entry:

- If an active or former member of the military is struggling with mental illness and is worried they will go missing and want to have help in place, they can with a record of impairment from a physician, enter themselves to a state-wide list.

36.9. State the criteria for request an Endangered Missing Persons Alert.

- Endangered Missing Persons Alerts inform the public of missing persons (of any age) with an intellectual disability.

Criteria for Entry:

- Has the missing person been diagnosed with an Intellectual Disability and/or a Pervasive Developmental Disorder, including Asperger's Disorder, Autistic Disorder, Autism Spectrum Disorder, Childhood Disintegrative Disorder, Rett's Disorder, or a Pervasive Developmental Disorder (Not Otherwise Specified)? If the missing person has been diagnosed with an Intellectual Disability, law enforcement shall require a written diagnosis from a physician or psychologist licensed to practice within Texas or certified by the Texas Department of Aging and Disability Services and/or Texas Department of State Health Services.
- Is it confirmed that an investigation has taken place, verifying that a reasonable explanation for the missing person's disappearance has been ruled out and that the disappearance poses a credible threat to the health and safety of the missing person?
- Is the Endangered Missing Persons Alert request being made within 72 hours of the missing person's disappearance?
- Is there sufficient information available to disseminate to the public that could assist in locating the missing person?

36.10. State the procedures for requesting an Alert.

- To request an Alert, a representative from the investigating law enforcement agency should visit <https://www.dps.texas.gov/dem/Operations/Alerts/requestAlert.htm> to fill out the appropriate form.
- Follow the step-by-step instructions.
- Email the appropriate documentation to the State Operations Center (SOC).
- There is a separate form for each of the type of Alerts that may be requested.

36.11. Describe the use of and differences between NCIC and TCIC.

Instructor Note: Successful completion of the DPS NCIC/TCIC course #4800, "TCIC/TLETS Mobile Operator Training" is required at this time. This course should be taught by DPS approved trainers. This course is NOT reported separately. The course hours are included in the overall reporting of the BPOC- Radio Communications total hours.

Chapter Resources

AMBER, Silver, Blue & Endangered Missing Persons Alert Programs. (2018). Retrieved August 27, 2018, from <https://www.dps.texas.gov/dem/Operations/Alerts/index.htm>

Occupations Code. (n.d.). Retrieved August 31, 2018, from <https://statutes.capitol.texas.gov/Docs/OC/htm/OC.1701.htm>

NENA DSC. (2018, April 13). NENA Master Glossary of 9-1-1 Terminology. Retrieved August 31, 2018, from https://cdn.ymaws.com/www.nena.org/resource/resmgr/standards/NENA-ADM-000.22-2018_FINAL_2.pdf

Newton, H. (2008). *Newtons telecom dictionary* (24th ed.). New York: Flatiron Pub.

Request Alert Activation. (2018). Retrieved August 27, 2018, from <https://www.dps.texas.gov/dem/Operations/Alerts/requestAlert.htm>

Texas Government Code Ch 418. Retrieved August 28, 2018, from <https://statutes.capitol.texas.gov/Docs/GV/htm/GV.418.htm>

Texas Government Code Ch 421. (n.d.). Retrieved August 28, 2018, from <https://statutes.capitol.texas.gov/Docs/GV/htm/GV.421.htm>