



**TEXAS SOUTHERN UNIVERSITY
DEPARTMENT OF PUBLIC SAFETY**



STANDARD OPERATING PROCEDURE

SUBJECT Communications Center:		NO. OF PAGES: 4
REFERENCE: DPS Crime Records Service	EFFECTIVE DATE: Jan. 1, 2009	REVIEW DATE: N/A
General Order 025	SPECIAL INSTRUCTIONS/SUPERSEDES: N/A	ISSUING AUTH.: CHIEF OF POLICE

PURPOSE: To establish policy regarding use and security of the TCIC/NCIC. To include dissemination, quality control, criminal history, training, hit confirmation, and record keeping.

DEFINITIONS:

1. TCIC : Texas Crime Information Center.
2. NCIC : National Crime Information Center.
3. TLETS: Texas Law Enforcement Telecommunication System.
4. NLETS: National Law Enforcement Telecommunication System.
5. TAC: Terminal Agency Coordinator.

A. Control/Dissemination TCIC/NCIC Material:

1. Employees will abide by procedures of the computerized criminal history system and provide security and confidentiality over all information and dissemination.
2. TLETS is to be used exclusively by criminal justice agencies conducting lawfully authorized duties within their respective jurisdiction and between agencies.
 - a. Any operator or recipient of TCIC/NCIC material will abide by the guidelines as set forth in the TLETS/NLETS operating manual.
 - b. The system will not be used for personal use.

B. Quality Control Messages:

1. Quality control messages will be handled by the communications supervisor or TAC (Terminal Agency Coordinator).
 - a. Communication operator will forward all quality control messages to the communications supervisor.
 - b. The telecommunications supervisor will notify their immediate supervisor regarding errors.
 - c. Documentation on results of the investigation and measures to correct the error will be maintained by the communications supervisor.

C. Criminal History: The department will follow the criminal history regulations set forth in the NCIC operating manual.

1. Criminal history format:
 - a. The appropriate purpose code will be used depending on the circumstance of the request, such as criminal justice or employment purposes.
 - b. Requester's name, title and identification number will be used.
 - c. Police communicator's first and last name and badge number will be used.

- d. Suspect identifier information will be used.
- e. A hard copy of the request will be printed and forwarded to the officer.

3. Dissemination of criminal history information:

- a. Criminal history information will not be broadcast by radio communications unless in an emergency situation and with approval of a shift supervisor.
- b. Criminal history information for criminal offenses will be attached to the case report. Criminal history information for employment will be maintained in the applicant's file.

4. Criminal History Log:

- a. A criminal history log is maintained by the communications division. The log will include the following: suspect identity and descriptors, requester's name and division, and date of request.

5. TCIC Sex Offender Registration File:

- a. TCIC has developed a sex offender file to assist officers investigate offenders: [found in suspicious circumstances, preventing sex offenders from committing new offenses and assisting the public with information to protect themselves from a suspected sex offender living in their area.]
- b. If a subject has a sex offender record, this information will be included in his/her criminal history. Communication operators will review the CCH and request this information through the TCIC transaction code "QSO" with the purpose code "L" for law enforcement purposes and "P" for public.
- c. Communication operators will attach "QSO" requests to the criminal history inquiry and forward this information to the records unit to maintain a file for audit purposes.

D. Training for NCIC/TCIC:

- 1. Communication operators and personnel who use the NCIC/TCIC will receive at least 40 hours of training on TCLEOSE approved course.
 - a. Communication operators will attend a DPS school for instruction in a 40-hour course that includes TCIC/NCIC procedures.
 - b. Other users can meet this requirement by taking a DPS approved TCIC/NCIC course which is offered through TCLEOSE and is course #3802.

E. Stolen Property & Wanted / Missing Persons:

- 1. Criteria for entry, modification and removal: The guidelines relating to stolen articles, vehicle, boats and guns, wanted and missing persons, as set forth in the NCIC operating manual should be followed. The NCIC code manual should be used to obtain appropriate descriptor codes.
- 2. Authorized Personnel: Transactions will be conducted by a telecommunications officer or authorized records personnel.
- 3. Retention: The original printed copy of any transaction will be placed with the original offense report.

F. Hit Confirmation:

- 1. Hit confirmation policy requires that departments with active TCIC/NCIC records be able to respond to inquiries regarding the validity of those records within the time limit specified in the request.

- a. Priority 1 confirmations are for instances where the hit is the only basis for detaining a suspect or the nature of case requires urgent confirmation. Confirmation should be within 15 minutes.
- b. Priority 2 confirmations can be used when the person is being held on local charges, property has been located under circumstances where immediate action is not necessary and urgent confirmation is not required. Confirmation should be within 1 hour.
- c. Agencies placing a “locate” must ensure that extradition will take place. If the originating agency will extradite the fugitive, the locating agency must use the EXTR code. This code must be used even if the fugitive will not be extradited for an undetermined number of days or years. The NOEX code must be used when extradition will not be honored. NOEX cannot be used when immediate extradition will not occur.
- d. Communications supervisor or shift supervisor will review the case file or original warrant to assure the file is active. Confirmation will be made within required time according to request by the communication operator. Depending on the nature of the confirmation, a written report will be made by an officer.

G. TCIC/NCIC Validations:

1. TCIC/NCIC validations include stolen vehicles, boats, guns, missing and wanted persons. The validations will be handled by the communications supervisor and Criminal Investigation Division.
 - a. Communications supervisor will validate records by comparing information listed in the report to the TCIC/NCIC entry.
 - b. Criminal Investigation Division will contact complainant to verify stolen vehicles and guns are still outstanding. A supplementary report will be written reflecting the findings and forwarded to the communications supervisor. The supplementary report will be reviewed and attached to the original offense.
 - c. Communications supervisor will validate wanted person records by comparing warrant information with the original offense report.
 - d. Criminal Investigation Division will contact complainant in a missing person report to verify the person is still considered missing. A supplementary report will be written and forwarded to the communications supervisor.
 - e. Communications supervisor will be responsible for modifying any entries, completing validation letter and maintaining a validation file.

APPROVED:

Roger Byars
Chief of Police

Date

Review and Responsibility

Responsibility Party: Texas Southern University Department of Public's Safety's Command Staff

Review: Review will be conducted every even numbered

Retention: Original on file in the Office of the Chief of Police

Approval: Roger D. Byars, Director for Public Safety/Chief of Police

Date of Approval: September 1, 2008