



Public Safety Communications

Ordinance – TCOLE Law Enforcement
Telecommunication Agency

Public Safety Communications

The *first*, first responders

- Answer 9-1-1 and non-emergency calls for assistance
 - 19,626 emergency 9-1-1 calls received in 2022
- Operate Computer-Aided Dispatch (CAD) system
 - Dispatch Police and Fire units via radio
 - 37,381 total calls for service processed in 2022
- Ensure safety of fellow first responders
 - Maintain status of Police and Fire units
 - Communicate and provide vital information to responders
- Query National Crime Information Center (NCIC) database

Background

Public Safety Communications previously operated as a division of the Police Department

Organizational assessment published October 2020

- Mission Critical Partners
- Recommended that Public Safety Communications be managed separately from Police and Fire
- Department has been operating standalone since January 2021
- Work closely with public safety agencies

Background - TCOLE

TCOLE – Texas Commission on Law Enforcement

The Burleson Police Department currently holds the licenses for Telecommunicators

- PD staff must enter licensing credentials and report training and record changes for Public Safety Communications staff
- Audits and continuing education
 - Background files and associated Telecommunicator appointment documents are evaluated during TCOLE audits
 - Required courses and continuing education mandates must be met

Establishment of separate Law Enforcement Telecommunication Agency

- Direct oversight of Telecommunicator appointments
- Management of licenses, training records and continuing education requirements
- Responsibility for TCOLE audits

Application Process

A memorandum will be submitted to TCOLE detailing the following:

- The need for the law enforcement telecommunication center in the community
 - Provides Public Safety Answering Point (PSAP) and law enforcement dispatching capabilities in the City
 - Refers to the operation as a whole; not related to the building expansion/remodel project
- The funding sources for the law enforcement telecommunication center
 - Department is funded through the General Fund
- The physical resources available to telecommunicators
 - CAD/RMS, terminals, phones, radios, etc.
- The physical facilities that the law enforcement telecommunication center will operate
 - Our current facility meets the requirements for security

Application Process

Additional documentation will be submitted to TCOLE:

- Telecommunication policies of the law enforcement telecommunication center
- The administrative structure of the law enforcement telecommunication center
- Liability insurance
- Ordinance authorizing creation of the agency
- Minutes approving the ordinance
- Law Enforcement Telecommunication Number Application
 - \$1,000 application fee

Timeline

July 10 – First reading of ordinance

July 24 – Second reading of ordinance

July 25 – Submit documentation to TCOLE

Approval from TCOLE

Recommendation

Approve an ordinance authorizing establishment of the Burleson Public Safety Communications Department as a Law Enforcement Telecommunication Agency through the Texas Commission on Law Enforcement (TCOLE)

Questions / Comments