

Capital Area Council of Governments

Use of the 9-1-1 Address Database for Public Safety Purposes Policy

As stated in the Health and Safety Code §771.061, all information contained in an address database maintained and used in providing 9-1-1 service is confidential and is not available for public inspection; however, there are circumstances that allow public safety personnel the use of the information.

It is possible to manually query a telephone number using the 9-1-1 Public Safety Answering Point (PSAP) equipment. This feature is designed to assist Telecommunicators in obtaining an address location from a telephone number that has called 9-1-1 and for some reason did not display the Automatic Location Identification (ALI) information.

There may be times when public safety personnel need to obtain location information for the safety or welfare of the public; listed below are *examples* of those types of situations:

1. Calling party reports a life threatening situation for another person for whom they do not have their address, only a telephone number.
2. Felony warrant for an individual and failure to execute the warrant could result in additional harm to the public.
3. Found individuals (such as children) who do not know their address, but a telephone number is available.

Situations where it is NOT permissible to query the 9-1-1 database for location information include but are not limited to:

1. Obtaining location information for personal use or gain.
2. Misdemeanor warrants or felony warrants that do not pose a threat to the public safety and welfare.

Each time a manual bid query is performed an entry must be made into the PSAPs' Query Information Log. This log is kept as verification of the use of the manual bid query function to ensure compliance with applicable statutes, rules and policies. During each monitoring visit the Query Information Log will be randomly cross matched with information from the database provider on manual bid queries.