

CHAPTER 10
CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM
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TABLE OF CONTENTS

<u>POLICY</u>	10-3
<u>RELEASE OF INFORMATION</u>	10-3
<u>CRIMINAL HISTORY INQUIRIES</u>	10-4
<u>INQUIRY PROCEDURES</u>	10-5
<u>CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM</u> <u>ENTRIES</u>	10-5
<u>CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM</u> <u>ELECTRONIC RECORD TRACKING APPLICATION</u>	10-5

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CHAPTER 10

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM

1. POLICY.

- a. The information contained in this chapter will provide guidance, direction, policies, and procedures for usage of the California Law Enforcement Telecommunications System (CLETS) within communications centers (CCs). All personnel shall adhere to policies established within the Highway Patrol Manual (HPM) 40.4, Information Security and Administration Manual, HPM 11.1, Administrative Procedures Manual, CHP 101, Appropriate Use of Automated Information & Systems Statement, along with local Standard Operating Procedures.
- b. Government Code Section 15153 states, in part, "The system (CLETS) shall be used exclusively for the official business of the state." Any use of the system for functions other than conducting the business of the California Highway Patrol (CHP) is a violation of this section.
- c. Use of the system or any information provided for private or personal purposes is strictly forbidden. Permissible access of the system must be on a need-to-know, right-to-know basis only.
- d. All persons having access to Department of Justice (DOJ)/CLETS records must be trained regarding the operation, policies, and procedures of each system that is accessed. Training and recertification shall be provided annually via the CLETS Training and Recordkeeping System along with completion of a CHP 101.

2. RELEASE OF INFORMATION.

- a. Access to and release of CLETS-generated information is authorized only on a need-to-know, right-to-know basis. Employees who intentionally disclose personal or confidential information to unauthorized persons or entities are subject to disciplinary action up to and including dismissal. Refer to HPM 11.1, Chapter 13, Information Disclosures – Public Records and Rights of Privacy, for additional information.
- b. Release of CLETS information to a Guest User or allied law enforcement agency must be performed within the parameters set forth in the National Crime Information Center (NCIC)/CLETS policies.

c. Communications Centers Support Section (CCSS) shall maintain a list of agencies to whom CLETS information may be released. The approved agencies must have a completed Release of CLETS Information form on file with CCSS.

(1) Documentation shall be available at the CCs verifying the approved agencies have met all NCIC/CLETS requirements.

d. Information provided by CLETS shall not be released or viewed by unauthorized personnel.

e. The CLETS returns shall not be attached or copy and pasted to a Computer Aided Dispatch (CAD) incident log.

f. Public Safety Dispatchers shall keep their workstation secure to prevent unauthorized use or access to confidential information.

g. All records containing personal, confidential or protected information, such as arrest reports, crash reports, CLETS information, Department of Motor Vehicle printouts, and personnel records, shall be protected from unauthorized access until destroyed.

(1) Under no circumstances shall such records be placed in waste receptacles unless they are shredded to protect the identity of individual(s) named in the documents.

(2) Appropriate disposal methods are detailed in HPM 11.1, Chapter 11, Records Management.

3. CRIMINAL HISTORY INQUIRIES.

a. Access to Automated Criminal History (ACH) information from DOJ via CLETS is for official purposes only.

b. Disclosure of information, both within and outside the Department, shall be for official purposes only. Unauthorized access or disclosure may be cause for disciplinary action. All releases of ACH information must be documented on the CHP 263B, Criminal Offender Record Information Release Log.

c. No ACH inquiries or returns, in printed or electronic formats, shall be attached or copy and pasted to a CAD incident log.

d. The ACH may be faxed or sent to a mobile digital computer when it can be confirmed the requestor received the information.

e. No ACH information shall be broadcast over the radio.

4. INQUIRY PROCEDURES.

a. Communications center personnel may query CLETS including the Wanted Persons System, with the exception of ACH, to conduct authorized background investigations and to verify the status of applicants prior to interviews, ride-alongs, or sit-alongs.

5. CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM ENTRIES.

a. Communications center personnel shall use the utmost care and attention to detail whenever entering information into CLETS. Any mistakes or errors must be corrected immediately.

b. In accordance with HPM 40.4, departmental personnel will provide a second party verification of all data, such as stored or stolen vehicle information, which may be entered into CLETS.

c. Entries into CLETS databases on behalf of allied agencies, such as the Department of Fish and Wildlife, are considered CHP records. Therefore, all record information must be provided to and maintained by Area offices in accordance with CLETS policies.

6. CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM ELECTRONIC RECORD TRACKING APPLICATION.

a. The CLETS Electronic Record Tracking (CERT) application allows the master case record to be available to all CHP employees. Use of CERT ensures compliance with DOJ and the Federal Bureau of Investigation mandates. Refer to HPM 40.4, Chapter 6, California Law Enforcement Telecommunications System, for specific entry requirements.

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