

Texas Fire Chiefs Association
DOCUMENT SUBMISSION FORM

Candidate Department: **Irving Fire Department**

Best Practice Standard: 5.01 Privacy and Security of Records

Proofs of Compliance Submitted:

1. GOP 15.0 Open Records Request
2. City of Irving Exempt Class Specifications
3. Records and Information Management – Department Directive

Submitted By: Scott Johnson, Program Manager

Date:

Evaluator's Review

Evaluator:

Date Accepted:

15.0 – OPEN RECORD REQUESTS

A. Purpose

To provide a process by which the Irving Fire Department (IFD) processes any and all department related Open Records Requests. The information in this policy has been based on the latest edition of the Texas Attorney General's Public Information Handbook. The information published in the Texas Attorney General's Public Information Handbook shall always take precedence.

B. Scope

The Irving Fire Department (IFD) has ten (10) business days to provide a complete response to Open Record Requests (ORR). The "60 day letter" is no longer a legal means of addressing ORR. The 10 day deadline is a requirement set forth by State Law. Failure to comply may result in criminal penalties. If the compilation of the requested information is expected to exceed ten business days from the original request, the department shall certify in writing the date and approximate hour, within a reasonable time, when the information will be available and forward a copy of the letter to the Public Information Coordinator and the City Attorney's office.

The City Attorney's office shall make determination of any and all documents subject to release. For clarification purposes, this process is to only be used when the requestor is asking for information that cannot be easily obtained. For example, if the requestor has requested information that requires the IFD to create a new program or data base for the sole purpose of complying with the request then this procedure can be used. It cannot be used simply to delay our response to a request that the IFD can reasonably compile within 10 days.

C. Responsibilities

1. Requests may be received from the City Secretary's Office (CSO) or sent directly to the IFD. If a request is received from the CSO then none of the steps below are necessary. All Open record requests received directly by the IFD shall be managed by these steps:
 - a. First, make a copy of the request so that IFD personnel may work the case without delay. Also, add the request to our log located on the J drive at Record Request/Tracking form. Fill out as many fields on the log as possible.

- b. Second, forward a copy of the request to the CSO so that they can add it to their log and create a tracking number.
 - c. The CSO will then respond with a standard email front sheet that provides the Public Information (PI) tracking number.
 - d. Once we receive the (PI) tracking number add it to the IFD tracking log. The IFD tracking log is for internal use to insure the record requests are effectively managed.
2. The IFD may reply to a request by email, fax or mail. If a fax is used the IFD must save the fax receipt, if the IFD responds by mail it must be sent by certified mail. Fax receipt and certified mail receipts are to be kept with the copies in the file. If Email is used, the IFD must keep a copy of the sent email in the file.
3. All ORR sent directly to the IFD and ORR forwarded by the CSO to the IFD are to be sent to the Fire Marshal (FM) first. The FM has the responsibility of determining which requests will need the attention of the City Attorney's office in order to meet the requirements of Local, State and Federal guidelines regarding ORR. All ORR requiring the attention of the CAO will be managed and completed by the FM. All ORR determined to not need the attention of the CAO will be forwarded to the (FPS). The FPS will be responsible for the management and completion of ORR not needing the attention of the City Attorney's office. The FM and the FPS will have the authority to delegate the duty of completing the ORR to IFD personnel under their chain of command.
4. Steps to comply with the requests:
- a. For hazardous materials (Haz-Mat) and environmental sites, or Haz-Mat violations look up the information available in:
 - i. The Fire Prevention (FP) files located next to the receptionist desk of Fire Administration.
 - ii. The microfiche files, also located next to the receptionist desk of Fire Administration.
 - iii. Perform a Code TRAK search for the address on the Trakit program.

iv. Also have Fire Dispatch run a report for the last 5 years for the address in question. Review the report for Haz-Mat incidents. If a Haz-Mat incident has occurred at the address, print the individual incident and add it to the information provide to the requestor.

v. The FPS shall request the Dispatch run report through the Battalion Chief (BC) in charge of Communications. The BC shall provide the report in a timely manner allowing the FPS to meet the 10 day deadline.

b. For code violations or other life safety issues, and above and below ground fuel tanks look up the information available in:

i. The Fire Prevention files.

ii. The microfiche files.

iii. Perform a Code TRAK and Permit TRAK search

5. If no information is found regarding an address, continue to **step 6**. If information is found, proceed to **step 7**.

6. The “ORR No Information response” letter can be found on J: drive under Record Requests, ORR No Information Letter. This letter should include:

a. Date

b. Requestor’s name and address

c. Re: street address, city, state and zip

d. Include a brief statement of the files that were searched and clarify that there was no information found based on the requestors search parameters.

e. **See below to determine if a fee is required to be charged.**

f. Once the ORR is signed by the supervisor in charge of the document and fees have been collected it may be sent to the requestor.

7. The "ORR Information Available" response letter can be found on J: drive under Record Requests, ORR Information Letter. Information in this letter shall include:
 - a. Date
 - b. Requestor's name and address
 - c. Re: street address, city, state and zip code
 - d. ~~Include a brief statement of the files that were searched and clarify that there was information found based on the requestors search parameters and that copies were included.~~
 - e. **See below to determine if a fee is required to be charged**
 - f. Once the ORR is signed by the supervisor in charge of the document and fees have been collected it may be sent to the requestor.

D. Collecting Fees

1. Each department is responsible for collecting applicable fees when responding to a public information request. For a complete description of allowed fees, all departments must review and comply with Texas Government Code 552.261 "Charge for Providing Copies of Public Information." Some fee information includes:
 - a. Notify the requestor that the information may be inspected free of charge (for the first 36 hours of staff time).
 - b. Copies are ten (10) cents a page.
 - c. Staff may charge for cost of postage in addition to the cost for copies if the requestor asked that the material be mailed.
 - d. If the cost for the ORR is estimated to exceed \$40.00, the department must provide written notice of charges and obtain approval before proceeding with the request from the requestor.

- e. If the cost for the request is estimated to exceed \$100.00, a written notice of the estimate must be provided plus staff may require 50% of payment prior to compiling the information.
- ~~f. A labor cost shall not be billed in connection with complying with requests that are for **50 or fewer pages** of paper records.~~
- ~~g. Charge for labor costs incurred (when applicable) in processing a request for public information is \$15 an hour and includes the actual time to locate, compile, manipulate data and reproduce the requested information.~~
- h. If information requested requires programming or manipulation of data, staff must provide the requestor a written statement with a description of the form in which the information is available, the cost, and when it will be available for the requestor.

E. Other Information

Information regarding ORR that is important but does not immediately affect the procedures in which the IFD will be handling ORR will be provided by the “City of Irving Public Information Act Procedures.” This document will be made available on the J: drive Record Requests/City of Irving Public Information Act Procedures.

F. Payment

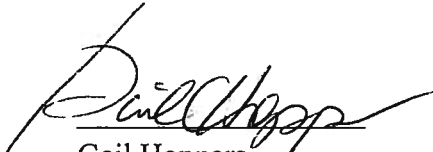
- 1. Receiving payment for the ORR shall be handled in the following manner.
 - a. Upon receiving payment for an ORR, give the customer a Payment Voucher. This voucher is provided by the City Secretary’s Office. The voucher shall be filled out as indicated on the voucher itself.
 - b. Give the customer the yellow copy. Retain the white copy.
 - c. Hand payment and voucher to the FM, or acting FM (do not place in mailbox). The FM will be responsible for the transport of the money to the finance department.
 - d. The FM will receive a receipt from the Finance Department showing that they have taken the payment from the Fire Department.

- e. The receipt from the Finance Department shall be attached to the IFD hard copy of the response, which is kept in the file mentioned above. **See step 2.**

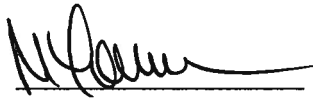
G. Final Disposition

Once the information is compiled, two copies must be made. One copy of the information, along with the front sheet provided by the CSO, must be sent to the CSO, another copy must be kept in the IFD files and the third copy is sent to the Requestor.


I have reviewed and understand the attached instructions for the handling of Open Record Requests pertaining to the Irving Fire Department. My signature below also acknowledges receipt of this policy and attests to my review and understanding of the policy.


Gail Hoppers

9/5/13
Date


Marlen Torreblanca

7/05/13
Date


Derek Austin

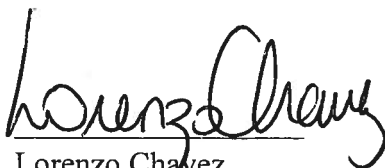
7/5/13
Date


Steve Deutsch

7/10/13
Date


Dana Lubke

7/10/13
Date


Lorenzo Chavez

07/05/13
Date

City of Irving Exempt Class Specification

A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.

Classification:	<u>Fire Programs Supervisor</u>
Job Code:	<u>28071</u>
FLSA Status:	<u>Exempt</u>
Job Department:	<u>Fire</u>
Reports To (Job Title):	<u>Assistant Fire Chief</u>

PURPOSE

To provide administrative support to a unit, including supervising support staff, preparing and monitoring budget, using discretion while supporting confidential matters, coordination and tracking of all Civil Services related documents for hiring, promotions and pay, and apply administrative policies and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervises staff, including assigning work, interviewing, hiring, reviewing performance, providing counsel and discipline, and managing schedules and requests for time off.
- Maintains personnel records and databases of all special pays and increases for the department; prepares personnel requisitions and new hire/rehire authorization and personnel status change forms for the department.
- ✓ - Responsible for filing and ensuring personnel records are secured and confidential at all times. This may include discipline documents, formal investigations, and other sensitive reports.
- Serves as administrator of the Civil Service applicant hiring process and paperwork; ensures that Texas Local Government Code – Chapter 143 State Civil Service hiring rules are followed.
- Schedules, receives, and notifies Civil Service applicants of polygraph and psychological testing; receives results and prepares documentation for interview board.
- Prepares and monitors annual budget, including reconciling reports from City Accounting Department, verifying year-to-date account listing, and preparing documents/spreadsheets as needed for supporting information.
- Assists Chief Officers with the monitoring of strategic plan goals and performance measures related to budget.
- Answers inquiries from staff, co-workers, and vendors related to purchasing guidelines and train department personnel on proper purchasing procedures.
- Maintains databases of key information, including databases for tracking and updating overtime, out-of-class, education and certification pays.
- Reviews and approves purchase requisitions, purchase orders and DDRs., including verifying account numbers, fund availability, and purchasing method documentation.
-

- Reviews and approves Fire related City Council agenda items, including the drafting of City Council resolutions and ordinances.
- Assists with the development and update of IFD Recruiting website and recruiting materials.
- Manage and/or coordinate various projects as assigned by the Chief and Assistant Chiefs.

OTHER DUTIES AND RESPONSIBILITIES

- Cross-train employees to perform co-workers duties when absent.
- Acts as department liaison for bids and contract renewals, ensuring that procedures/policies are followed.
- Serves as administrator of LMS and TCFP FIDOS systems.
- Serves as Notary Public for the Fire Department.
- Responds to surveys, questionnaires, and applicant status requests from other Fire Departments.

SUPERVISORY RESPONSIBILITIES

Indicate the types of supervisory responsibility applicable to the position and enter additional information if relevant. (Check all that apply)

1. Supervisory responsibility is not a regular part of the position.
2. Functional and Technical Supervision-Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. **Must be an on-going part of the position. Enter number of employees functionally or technically supervised:**
3. **3a) Organizational Supervision-**Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates. **Enter total number of employees supervised: 6**

(Example: if a position has three direct reports and each of these positions have three direct reports, total supervised is 12.)

3b) If the position has organizational supervisory responsibility, check the highest level of organizational unit supervised below:

- Work unit
- Multiple work units within an Organization
- Organization (Division)
- Department
- Multiple departments

FINANCIAL RESPONSIBILITY

Oversight of unit budget. Assist in developing department budget.

QUALIFICATIONS:

EDUCATION

Associate's degree or equivalent in subject field related to position.

EXPERIENCE

A minimum of three years of related experience, including one year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Texas Drivers License

KNOWLEDGE OF

- Supervision: personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Budget Management: developing plans and budgets, and monitoring them against actual activity.
- Accounting: principles and practices including general ledger, accounts payable, and accounts receivable.
- Basic Math: add, subtract, multiply, or divide quickly.
- Applied Math: concepts such as fractions, percentages, ratios, and proportions.
- English Language: the structure and content of the English language, including the meaning of words and grammar.

SKILLS AND ABILITIES IN

SKILL IN:

- Active Listening: listening to what other people are saying and asking questions as appropriate.
- Problem Solving: identifying problems and reviewing related information to develop and evaluate options and develop solutions.
- System Perception: determining when important changes have occurred in a system or are likely to occur.
- Teaching: conveying new concepts and confirming comprehension by listener.

ABILITY TO:

- Track multiple variables by sorting, grouping, and calendaring: organizational strategies.
- Read and interpret documents: reading comprehension.
- Apply general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together: deductive reasoning.
- Listen to and understand information and ideas presented through spoken words and sentences: oral comprehension.
- Use oral expression to communicate information and ideas in speaking so others will understand: oral expression.

- Communicate information and ideas in writing so others will understand: written expression.

GUIDANCE RECEIVED

Check the response that BEST represents guidance that the position uses to make decisions, complete assignments or resolve issues:

1. **Direction and Varied Methods**
Typically receives specific direction about assignments and work results to be attained. Requires judgment to determine which methods or procedures apply and what data/information should be considered. Position must think through how issues can be addressed within existing policies and procedures.
2. **Accepted Methods and Procedures**
Broad supervisory direction, seasoned knowledge, accepted methods and procedures, and stated policies guide completion of assignments and decisions made. Makes recommendations to superiors about moderately complex issues and procedural changes.
3. **General Standards**
A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.
4. **Priorities and Policies**
Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.
5. **Departmental Goals and Priorities**
Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.
6. **City Mission and Goals**
Makes decisions with guidance provided by City mission, policies and goals. Sets related goals, service objectives and priorities for at least one Department and gains approval.

OUTSIDE CONTACTS

Continual contact with internal and external customers and outside agencies involving obtaining cooperation of people; courtesy and tact are required with moderately difficult or sensitive issues.

EQUIPMENT AND PROPERTY

Office machinery: Xerox multi-function center copier/scanner, desktop computer, printers, telephones, label makers, digital camera, fax machine, shredder, hole puncher, binding machine

Office software: Banner, Citrix, IPortal, MinuteTraQ, MicroSoft products, OnBase, SBClient and Firehouse Reverse 911 – Call out for IFD personnel.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee constantly is required to grasp, handle, feel, listen, reach, see, and/or sit. The employee frequently is required to carry, lift up to 10 pounds, stand, walk, and/or talk. The employee occasionally must pull, push, drive a vehicle, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment occasionally is stressful and noise level usually is moderate.

Approvals

Name of Submitting Manager:	<u>Victor Conley, Assistant Fire Chief</u>
Name of Manager's Supervisor:	_____
Title of Manager's Supervisor:	_____
Enter "Y" to approve:	_____
Name of Department Head:	<u>Mario Molina</u>
Title of Department Head:	<u>Fire Chief</u>
Enter "Y" to approve:	<u>Y</u>
Date:	<u>3/22/2012</u>

Departmental Directive

TO: All Members of the Fire Department
FROM: Russell Wilson, Assistant Fire Chief
DATE: June 19, 2013
SUBJECT: Records and Information Management

To maintain compliance with the Texas Fire Chiefs Association's Best Practices recommendations, the Irving Fire Department (IFD) shall maintain practices per the following subsections of Chapter 5:

Privacy and Security of Records – The Fire Program Supervisor will be responsible for maintaining the security and confidentiality of all IFD personnel records. This may include documents pertaining to discipline, formal investigations, and other sensitive reports except where designated differently by Texas Local Government Code 143.

Records Retention – Records management practices adhered to by the City of Irving and the IFD are listed on the city's intranet at: S:\COI Projects\Record Liaisons Site. This Records Control Schedule complies with state law and the Retention Schedule for Records of Public Safety Agencies prescribed by the Texas State Library and Archives.

Release of Information – The IFD adheres to the latest edition of the Public Information Handbook of the Attorney General of Texas. Open records requests particular to the IFD will be received by the Fire Marshal, who will be responsible for the collection and sending of such information to the City Attorney's office for review. The City Attorney's office shall make determination of any and all documents subject to release.



Russell Wilson, Assistant Fire Chief
Irving Fire Department

Departmental Directive

TO: All Members of the Fire Department
FROM: Russell Wilson, Assistant Fire Chief
DATE: May 17, 2013
SUBJECT: Records Management

In compliance with Best Practices, all Irving Fire Department (IFD) members are advised that the Records Management practices adhered to by the City of Irving and the IFD are listed on the city's intranet at the location listed below. This includes privacy and security of records and records retention.

S:\COI Projects\Record Liaisons Site

Additionally, in the release of open records and information the IFD adheres to the Public Information 2012 Handbook of the Attorney General of Texas. Open records requests particular to the IFD will be received and reviewed by Fire Marshall Derek Austin.

Russell Wilson, Assistant Fire Chief
Irving Fire Department

Rusty Wilson

From: Derek Austin
Sent: Monday, May 20, 2013 2:27 PM
To: Rusty Wilson
Subject: ORR review

Chief,

I have completed my review of the Open Records Management policy from the City Secretary's Office.

Thanks,

Derek Austin | Fire Marshal
Fire Department
City of Irving | Cityofirving.org
845 W. Irving Blvd., Irving, TX 75060
P: (972) 721.4818
daustin@cityofirving.org



MEMO

To: Gail Hoppers, Marlen Torreblanca, Derek Austin

From: Russell Wilson, Assistant Fire Chief

Date: May 20, 2013

Subject: Processing of Open Records Requests

The attached instructions shall be the process by which the Irving Fire Department (IFD) processes any and all department related Open Records Request.

1. The Fire Department (FD) has ten (10) business days to provide a complete response to Open Record Requests (ORR). The "60 day letter" is no longer a legal means of addressing ORR. The 10 day deadline is a requirement set forth by State Law. Failure to comply may result in criminal penalties. If the compilation of the requested information is expected to exceed ten business days from the original request, the department shall certify in writing the date and approximate hour, within a reasonable time, when the information will be available and forward a copy of the letter to the Public Information Coordinator and the City Attorney's Office. For clarification purposes, this process is to only be used when the requestor is asking for information that cannot be easily obtained. For example, if the requestor has requested information that requires the FD to create a new program or data base for the sole purpose of complying with the request then this procedure can be used. It cannot be used simply to delay our response to a request that the FD can reasonably compile within 10 days.
2. Requests can be received from the City Secretary's Office (CSO) or sent directly to the FD. If a request is received from the CSO then none of the steps below are necessary. All Open record requests received directly by the FD shall be managed by these steps:
 - a. First, make a copy of the request so that FD personnel may work the case without delay. Also, add the request to our log located on the J drive at Record Request/Tracking form. Fill out as many fields on the log as possible.
 - b. Second, forward a copy of the request to the CSO so that they can add it to their log and create a tracking number.
 - c. The CSO will then respond with a standard email front sheet that provides the Public Information (PI) tracking number.
 - d. Once we receive the (PI) tracking number add it to the FD tracking log. The FD tracking log is for internal use to insure the record requests are effectively managed.

3. The FD can reply to a request by Email, fax or mail. If a fax is used the FD must save the fax receipt, if the FD responds by mail it must be sent by certified mail. Fax receipt and certified mail receipts are to be kept with the copies in the file. If Email is used, the FD must keep a copy of the sent Email in the file.
4. All ORR sent directly to the FD and ORR forwarded by the CSO to the FD are to be sent to the Fire Marshal (FM) first. The FM has the responsibility of determining which requests will need the attention of the City Attorney's Office (CAO) in order to meet the requirements of Local, State, and Federal guidelines regarding ORR. All ORR requiring the attention of the CAO will be managed and completed by the FM. All ORR determined to not need the attention of the CAO will be forwarded to the Fire Programs Coordinator. The Fire Programs Coordinator will be responsible for the management and completion of ORR not needing the attention of the CAO. The FM and the Fire Programs Coordinator will have the authority to delegate the duty of completing the ORR to FD personnel under their chain of command.
5. Steps to comply with the requests:
 - a. For hazardous materials (haz mat) and environmental sites, or haz mat violations look up the information available in:
 1. The Fire Prevention (FP) files located next to the receptionist desk of Fire Administration.
 2. The microfiche files, also located next to the receptionist desk of Fire Administration.
 3. Perform a Code TRAK search for the address on the Trakit program.
 4. Also have Fire Dispatch run a report for the last 5 years for the address in question. Review the report for haz mat incidents. If one has occurred print the individual incident and add it to the information provide to the requestor.
 5. The Fire Programs Coordinator (FPC) shall request for the Dispatch run report through the Battalion Chief (BC) in charge of Communications. The BC shall provide the report in a timely manner allowing the FPC to meet the 10 day deadline.
 - b. For code violations or other life safety issues, and above and below ground fuel tanks look up the information available in:
 1. The Fire Prevention files.
 2. The microfiche files.
 3. Perform a Code TRAK and Permit TRAK search
6. If no information is found regarding an address, continue to step 7.
7. The "ORR No Information response" letter can be found on J: drive under Record Requests, ORR No Information Letter. Information to be included in the letter are:
 - a. Date
 - b. Requestors name and address

- c. Re: street address, city, state and zip
 - d. Include a brief statement of the files that were searched and clarify that there was no information found based on the requestors search parameters.
 - e. All ORR shall be signed by the supervisor in charge of the ORR in question. Those needing the attention of the CAO shall be signed by the FM, and those not needing the attention of the CAO shall be signed by the Fire Programs Coordinator.
 - f. See below to determine if a fee is required to be charged.
 - g. Once the ORR is signed by the supervisor in charge of the document and fees have been collected it may be sent to the requestor.
8. If information is found regarding an address, continue to step 9.
9. The "ORR Information Available" response letter can be found on J: drive under Record Requests, ORR Information Letter. Information to be included in the letter are:
 - a. Date
 - b. Requestors name and address
 - c. Re: street address, city, state and zip code
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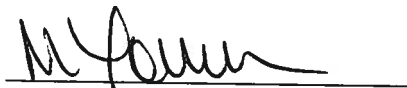
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 - g. Charge for labor costs incurred (when applicable) in processing a request for public information is \$15 an hour and includes the actual time to locate, compile, manipulate data and reproduce the requested information.
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 - d. The FM will receive a receipt from the Finance Department showing that they have taken the payment from the Fire Dept.

- e. The receipt from the Finance Dept. shall be attached to the FD hard copy of the response, which is kept in the file mentioned above. See step 2.
13. Once the information is compiled two copies must be made. One copy of the information, along with the front sheet provided by the CSO, must be sent to the CSO. Another copy must be kept in the IFD files. And the third copy is sent to the Requestor.


I have reviewed and understand the attached instructions for the handling of Open Records Requests pertaining to the Irving Fire Department.


Gail Hoppers

5-20-13
Date


Marlen Torreblanca

5/20/13
Date


Derek Austin

5/20/13
Date