



## U.S. Department of Justice

### Federal Bureau of Investigation

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*Washington, D.C. 20535-0001*

August 27, 2018

The Honorable Ted Deutch  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Congressman Deutch:

Thank you for providing the Federal Bureau of Investigation (FBI) an opportunity to brief you and other Members of Congress on July 19, 2018, regarding the actions taken by the FBI to improve the Public Access Line (PAL) following the February 14, 2018, shooting at Marjory Stoneman Douglas High School in Parkland, Florida. In response to questions posed to Deputy Director David Bowdich during the July 19<sup>th</sup> briefing, the FBI is providing the following information to all Members who were in attendance.

Within the FBI's Criminal Justice Information Services (CJIS) Division, the PAL Unit serves as a central intake point through which the public can provide the FBI with tip information about potential or ongoing crimes. The FBI has made changes and advancements to PAL processes, procedures, and systems to transition the PAL from a call-intake center to an Operations Center. Call processing procedures have also been improved—by implementation of a Two-tier Customer Service Representative (CSR) Call Processing Structure intended to better identify and streamline resources to address calls involving threat-to-life, counterterrorism, and other criminal matters falling within the FBI's investigative jurisdiction. Tier 1 CSRs are responsible for handling nuisance calls, providing general information about the FBI, and the general transfer of calls to FBI field offices. Tier 2 CSRs process calls where the information provided has a Potential Lead Value (PLV) (*e.g.*, threat-to-life, counterterrorism, and criminal matters within the FBI's purview). CSR-written synopses for Tier 2 calls are now automatically scored using threat key words, which are updated periodically. Calls designated as having No Lead Value (NLV), but that contain at least one threat keyword, must be reviewed by a Supervisory Special Agent (SSA).

The FBI has also added a mechanism for additional review of calls to the PAL and has updated PAL Standard Operating Procedures (SOPs). A Quality Management Team (QM Team) was created to review 100% of calls related to threat-to-life and counterterrorism matters, and to review a statistically-relevant percentage of all other calls. The QM Team also assesses the phone, technical, and decision-making skills of CSRs. Additionally, the SOPs were reviewed and changed to ensure standardization of references and resources used by CSRs and SSAs. One comprehensive and concise SOP was developed and implemented, and is now searchable and available to CSRs and SSAs in real-time.

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Training and staffing are also top priorities as the FBI advances PAL capabilities. Additional resources have been identified to augment PAL staffing. In 2018, the FBI surged temporary staff to CJIS to supplement existing resources and provide additional training. The FBI is increasing permanent staff at the PAL by adding 12 SSAs and 50 professional staff positions. The FBI has also awarded a contract for 20 contractors to process PAL E-Tips. The FBI has enhanced training in many areas—PAL employees received *Threat to Life and Guidance on School Shooting* trainings to enhance their abilities to identify these types of situations and best direct the call and information provided by the caller. Other trainings include: escalating threats; database queries; and referrals of tips to other Federal, state, and local law enforcement.

The FBI is continually working to refine and improve its operations to protect public safety. Thank you for your support of the FBI, its mission, and its people.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jill C. Tyson", with a long horizontal flourish extending to the right.

Jill C. Tyson  
Acting Assistant Director  
Office of Congressional Affairs