



SECURUS
Technologies™

Location Based Services (LBS)

Securus White Paper

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OVERVIEW

Securus' Location Based Services (LBS) provides authorized law enforcement and correctional facilities with the ability to identify inmate calls that are dialing out to wireless phone numbers along with the call start location and end locations of the phone being dialed. Each time an inmate dials a cellular number, LBS provides audio prompts to both the inmate and called party stating that location information will be gathered during the call should they choose to accept it. Once the call connects, Securus' LBS sends a cellular carrier location request. When the request is submitted, the handset location is determined by the cellular tower that is providing service to the phone in question. Each cellular tower that provides cellular service distributes that coverage in a radial pattern that are broken down in to sectors.

PROBLEM

Currently, over 80% of United States citizens are using a cellular phone as their primary form of communication. Therefore, the relevance of traditional billing name and address (BNA) collected through registered land line phone numbers no longer applies. Due to the shift to cellular phone communication, the ability to understand a called parties' location has become increasingly unclear. Now, thousands of inmate calls are generated each day without facilities having any idea where these called parties may be. Without having insight into location information, facilities are unable to identify or assist with planned contraband introduction, coordinated escape attempts, amber alerts, silver alerts and much more.

SOLUTION

Through Securus' LBS service, facilities are provided with an enhanced layer of safety by simply being aware of where inmate calls are going out to. The legacy billing name and address data that was once applicable is now replaced with the delivery of latitude and longitude coordinates of cellular devices. LBS also allows facilities to identify and display cell phones geographically on a map, showing the called parties location at both the start and end of each call. This enables them to identify problem areas that may be associated with illegal activity such as the introduction of drugs and weapons into their facility. Investigators can also set Geo-fences around locations that are known for generating illegal activity, and are able to choose to be notified when calls are made out to that region. Investigators monitoring call traffic going out to specific numbers or Geo-fence locations can even choose to setup a covert alert in order to be notified precisely when specific call events take place. All LBS call data is owned by the facility being served, however facility data is retained by Securus for a period of time determined by the facility. Now, by leveraging LBS, facilities are significantly reducing the amount of time needed to identify investigative targets of opportunity as well as the identification of threats as it pertains to the security of the public, inmates, and facility staff.

PRODUCT FEATURES

LBS FEATURES

Geo Loc – Provides the approximate location at the of the cellular device being dialed at both the beginning and the end of the call

Geo Fence – The ability to place a “virtual net” over areas or regions in order to identify inmate call traffic going in to that area. Uses include:

- Identifying threats to public officials
- Halting contraband introduction within a facility
- Intercepting coordinated gang activity
- Halting witness intimidation

On Demand Search – Allows facilities to perform ad hoc searches using appropriate documentation in order to acquire location coordinates

A CLEAR ADVANTAGE

Prior to the increase in cellular phone usage, billing name and address was considered to be an accurate method of identifying called party locations. As times have changed, the use of cellular devices has increased exponentially and therefore billing name and address is no longer an accepted form of physical location for those numbers dialed by inmates. Now we can identify those cellular numbers that are being called along with where they resided at the beginning and end of each inmate call.

Before SECURUS LBS

Difficulty distinguishing between land line and cellular phones

Geographical connections between inmates and called parties unknown

Investigators listen to specific calls to identify whether enough information is provided to infer where the call may have come from

Investigators manually comb through all calls looking for tips as to where the called party resides

Any number being called does not provide any data relevant to criminal activity and does not indicate its location

Cellular call information provided to facilities by cellular carries only, requiring latency periods spanning up to weeks before information may be received

Amber Alert and Silver Alert locations remain unknown

After SECURUS LBS

Able to leverage inmate call records to identify location of investigative interest

Geographical visibility of called parties

Investigators know when inmates are calling cell phones in high value geographical areas

Know when inmates are calling cell phones within a specific radius of your facility or any defined location

Investigators can be alerted when calls are made to specific numbers in areas associated with illegal activity

Information regarding the whereabouts of a cellular number being called is available with just a few key strokes and delivered back to facilities in real time

Location information for missing persons is quickly gathered and used for resolution

BEST PRACTICES

All location information that Securus acquires through outgoing inmate calls adheres to the CTIA location-based services privacy guidelines. The CTIA privacy rules state the following:

The Guidelines primarily focus on the user whose location information is used or disclosed. It is the user whose privacy is most at risk if location information is misused or disclosed without authorization or knowledge. Because there are many potential participants who play some role in delivery of LBS to users (e.g., an application creator/provider, an aggregator of location information, a carrier providing network location information, etc.), the Guidelines adopt a user perspective to clearly identify which entity in the LBS value chain is obligated to comply with the Guidelines. Throughout the Guidelines, that entity is referred to as the LBS Provider. The Guidelines rely on two fundamental principles: user notice and consent.

1. LBS Providers must ensure that users receive meaningful notice about how location information will be used, disclosed and protected so that users can make informed decisions whether or not to use the LBS and thus will have control over their location information.
2. LBS Providers must ensure that users consent to the use or disclosure of location information, and LBS Providers bear the burden of demonstrating such consent. Users must have the right to revoke consent or terminate the LBS at any time. (Best Practices and Guidelines for Location Based Services, March 2010).

Each LBS deployment adheres to the strict access guidelines of each correctional facility. Employee access is assigned based strictly on an individual's level of access determined by the assigned officer in charge. Through this permission based access system, access to LBS services can be set to allow only select facility members permission to these services. All other facility members that are not assigned LBS access will be provided with all the same menu items, however they will not be presented with LBS service options.

Securus User Notice	Securus User Consent
During an inmate call, the called party is presented with two distinct audio prompts notifying the called party that conversation monitoring, and called-party location information will be collected upon the acceptance of the call.	The called party is presented with call prompts in order to accept or deny the call. By pressing one on the keypad, the called party can accept the call. Once accepted, the called party consents to the monitoring and location gathering of their call.

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

[REDACTED] Detectives were looking for a person of interest in a murder case. [REDACTED] [REDACTED] Detective Bureau obtained a search warrant to locate a subject who is wanted for questioning. The person of interest was believed to be in northern Colorado and/or Southern Wyoming.

RESULTS

LBS was used to “ping” the cell phone of the person of interest. The cell phone was indeed showing in the area of [REDACTED], and just North of [REDACTED]. Due to the nature of the investigation, investigators in [REDACTED] reached out to Law Enforcement resources in [REDACTED] and [REDACTED] for assistance in locating the subject.

[REDACTED] Detective continued to “ping” the phone while relaying coordinates to officers in those areas. The detective reached out to Securus who used precise location information positioning to get the ground crew within 42 feet of the suspects location. Investigators were able to locate the subjects vehicle at a hospital in the [REDACTED] area and ultimately able to locate the subject and assist in our investigation.

Quote: “Without LBS-On Demand, the search team could have spent many costly man hours trying to locate the person of interest” said Det. [REDACTED]

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

[REDACTED] had a detainee sentenced to a drug rehabilitation center. She also had 5 years left on probation. This particular rehab was minimum security because of the short stays imposed by the judge, however, the detainee left facility.

The detainee started calling her father from the boyfriend's phone. The father in turn, who lives in [REDACTED] called and gave our department the number she used to make the calls. The father told us she's still using, and he was afraid someday he would receive a call saying his daughter was dead from an overdose.

RESULTS

Using LBS, the phone was located in [REDACTED], which lead [REDACTED] officials to closely pin point the location of the detainee. With the assistance LBS, [REDACTED] was able to find the detainee and transport her back to the County without incident.

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

The [REDACTED] Department utilizes Location Based Services (LBS) to help solve active criminal investigations. This investigative tool has proven to be invaluable and was recently used by investigators to track down a suspect who had violated a protective order.

While out on a large cash bond, a suspect violated his conditions of bond and the protective order by continually harassing the victim. This harassment was escalating, and law enforcement was concerned about the safety of the victim. It was soon learned that the suspect had fled from the jurisdiction and could not be located.

RESULTS

The department's investigators used the LBS investigative tool to ping the suspect's cell phone and were able to track the suspect down in [REDACTED], just west of [REDACTED].

The suspect was subsequently arrested by local authorities without incident and transferred back to the [REDACTED] Department jail. Suspect is now serving time in state prison.

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

[REDACTED] County was seeking help finding a senior citizen who suffers from Alzheimer's Disease. The senior citizen had left his home between 10 p.m. Tuesday and 7 a.m. Wednesday in the [REDACTED] subdivision, near Rosenberg, and was believed to be headed north.

[REDACTED] County issued a Silver Alert, which notifies the public about a missing person with Alzheimer's disease, dementia or other mental disabilities.

RESULTS

[REDACTED] County was able to utilize Securus' Location Based Service to assist with the search. They were able to enter the senior citizen's cell phone number into LBS which allowed them to identify his location in real time and track his movement as he was heading down the interstate in his car.

With this information the [REDACTED] was able to locate him just south of [REDACTED] on [REDACTED]. With the flood of information law enforcement received, the officers in the target area had confidence that the alert was relative to them and reliable.

"The system enabled us to locate him in around 30 minutes. He was well outside our jurisdiction and mapping features were sent direct to law enforcement officers on the street in the target area. Another successful locate of missing elderly man using Securus" said [REDACTED]

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

The [REDACTED] utilizes Securus Technologies, Inc. Location Based Services (LBS) to help solve active criminal investigations. This investigative tool has proven to be invaluable to us and surrounding counties. Our investigators have used LBS and the On-Demand Services to track down suspects multiple times.

RESULTS

With Location Based Services, not only do you have the ability to create Geo-fences and utilize On Demand Services, but you also have the ability to conduct general or specific CDR searches and receive Geo locations on calls made to mobile devices.

The LBS tool is very easy to use. As per [REDACTED], "We can put a Geo-fence around specific areas of interest and then capture all inmate calls to cell phones within that area. If we are looking for a specific person all we have to do is upload our warrants into the On-Demand tool and then we are able to ping that persons cell phone to triangulate approximate location in real time. We are also able to use this for Amber Alerts as well as Silver Alerts."

"The [REDACTED] is pleased with Securus' LBS investigative tool and we appreciate the team at Securus who support us every day", said [REDACTED].

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

An inmate at the [REDACTED] Corrections Center who was a known runner for the Hell's Angel Motorcycle Gang led authorities to suspect that he was an escape risk.

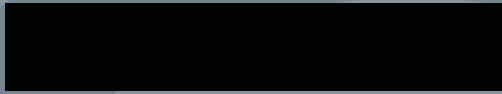
RESULTS

[REDACTED] listened to this inmate's calls and heard conversations with his girlfriend. They spoke of her going to the West Coast to get drugs and money, so she could bond him out.

[REDACTED] used Location Based Services to validate the location and actions of the girlfriend and will attempt to apprehend her once she attempts to bring back either drugs, money or both.

LBS SUCCESS STORIES

FACILITY:



SITUATION:

██████████ authorities received a call reporting the abduction of a three-year-old. Friends and family feared the child was in grave danger.

RESULTS

██████████ officers immediately used Location Based Services (LBS) to locate the suspect phone in real time. This allowed authorities to locate the child quickly and with fewer resources. Short turnaround was a key assistance in apprehending the suspect as well as recovering the child unharmed.

“The LBS tool is an invaluable resource for the ██████████ authorities”, said ██████████

LBS SUCCESS STORIES

FACILITY: [REDACTED]

SITUATION

[REDACTED] wanted to proactively increase security when bringing inmates to work release locations.

RESULTS

[REDACTED] staff set up a LBS Geo Fence with a covert alert around the work release location. Jail staff notified when an inmate placed a call in the Geo Fence and attempted to coordinate an escape.

LBS data prevented the escape even before it was attempted. The inmate was subsequently questioned by [REDACTED] jail staff and disciplined accordingly without incident.

"The [REDACTED] is pleased with Securus' LBS investigative tool and we appreciate the team at Securus who support us every day", said [REDACTED]



IN CONCLUSION

Securus' Location Based Services provides the value that facilities have come to expect when it comes to preparation and safety. By following CTIA industry best practices and providing location acquisition capability, facilities easily understand the benefits that Securus' LBS service has to offer. Whether a customer is supporting a neighboring facility, aiding local law enforcement or even searching for an abducted child, LBS provides the appropriate methodology to legally provide location information when necessary. LBS is the tool that facilities need to be able to respond to emergency situations and maintain a level of safety for facility inmates and staff.

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