

Police Officer
APPLICANT INFORMATION PACKET



**ALAMO HEIGHTS POLICE DEPARTMENT
APPLICANT INFORMATION PACKET**

INSTRUCTIONS TO THE APPLICANT

You have received this APPLICANT INFORMATION PACKET because you are interested in the position of POLICE OFFICER with the Alamo Heights Police Department. **This packet contains important instructions regarding the application process so please read it carefully.**

Applications for employment are not accepted until a job vacancy is posted in accordance with the City of Alamo Heights Employee Manual and the position has been advertised in a local newspaper.

This packet contains the following information:

- Application / Hiring Process
- Minimum Qualifications
- Job Description
- Salary and Benefits Summary
- Mission Statement, Vision Statement, Core Values, Goals
- Required Documentation Checklist
- Importance of Honesty Statement
- Duration of Employment Disclosure
- Authorization for Release of Personal Information
- TCLEOSE Employment Termination History Release
- Fair Credit Reporting Act Disclosure and Consent Statement

When a vacancy or vacancies exist, you may submit your Personal History Statement (also known as “application”) and required documents by one of two methods listed below:

In Person

- Hand-deliver no later than 5:00 p.m. on the posted closing date to City of Alamo Heights, Human Resources, 6116 Broadway, San Antonio, TX 78209.

By Mail

- Must be postmarked or received by the City of Alamo Heights no later than 5:00 p.m. on the posted closing date. Please mail in a manila envelope, clearly marked “Police Officer Application,” and send to City of Alamo Heights, Human Resources, 6116 Broadway, San Antonio, Texas 78209

**** DO NOT FOLD APPLICATION OR DOCUMENTS ****

Faxed or e-mailed copies are accepted and will be retained by the City of Alamo Heights. Required documents must be completed in **black ink** or **typed**. Incomplete and/or illegible applications will terminate the application process.

Applications are kept active for a period of one (1) year from the closing date.

Your failure to properly complete and/or submit any of the required documents may result in disqualification of your application. Any deliberate omissions or falsifications of information may result in disqualification.

The City of Alamo Heights is an Equal Opportunity Employer and is firmly committed to treating employees and applicants for employment according to their experience, talent, and qualifications for the job, without regard to race, creed, color, national origin, sex, age [if at least age forty (40)] or disability (if otherwise qualified to do the job).

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APPLICATION / HIRING PROCESS

Below is an overview of the application / hiring process for the position of Police Officer. Successful applicants will familiarize themselves with this process. Applicants should also familiarize themselves with the Mission, Vision, Values, and Goals of the Alamo Heights Police Department. An attachment of these subjects is provided.

PHASE I – APPLICATION AND PERSONAL HISTORY STATEMENT

Applicant shall complete and submit a City of Alamo Heights, Police Department Personal History Statement prior to the closing date for the position desired. All required releases and documents shall also be submitted with the Personal History Statement. Applications will be initially screened to ensure that all applicants meet the minimum standards for the position of Police Officer. Those applicants who meet or exceed the minimum employment qualifications will be considered for participation in the selection process.

PHASE II – FINGERPRINTING AND PRELIMINARY INTERVIEW

Applicant will be given a date and time to be fingerprinted and photographed at the Alamo Heights Police Department. A preliminary interview will occur on the same date after being fingerprinted. The preliminary interview provides the applicant with an overview of the application process and your basic background information will be discussed. *Do not bring family, children, or friends to the interview.*

PHASE III – BACKGROUND INVESTIGATION

A complete background investigation is conducted into the applicant's general personal reputation, education, military history, driving record, arrest record, drug usage, employment history, special qualifications and skills.

PHASE IV – ASSESSMENT BOARD INTERVIEW

A panel interviews the applicant about his/her background as it relates to dependability, situational reasoning ability, interpersonal skills, and oral communication skills. This phase also assesses the applicant's problem-solving skills through job-related hypothetical situations and scenarios.

PHASE V – CONDITIONAL JOB OFFER

Applicant(s) who are selected for consideration of employment after the preceding phases of the applicant process will be given a conditional job offer. The conditional job offer is not a guarantee of employment, but a conditional offer for employment as a probationary patrol officer contingent upon successful completion of subsequent phases of the applicant process.

PHASE VI – MEDICAL PHYSICAL EXAMINATION

The applicant, following a conditional job offer, must be examined by a licensed physician as selected by the City of Alamo Heights and declared able to perform the essential functions of the job; and the applicant is required to pass a drug and alcohol screen.

PHASE VII – PSYCHOLOGICAL EXAMINATION (IF APPLICABLE)

The applicant, following a conditional job offer, must be examined by a licensed psychologist, psychiatrist, or registered professional as selected by the City of Alamo Heights and be declared to be in satisfactory psychological and emotional health appropriate to the position of police officer.

PHASE VIII – FINAL REVIEW

Upon successful completion of the application process, the Chief of Police reviews each applicant's file. Applicant(s) recommended by the Chief of Police are the presented to the City Manager for final review.

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MINIMUM QUALIFICATIONS

1. Applicant must be a Citizen of the United States, by birth or naturalization;
2. Be at least twenty-one (21) years of age;
3. Be able to meet minimum standards for licensure as set forth in section 217.1 of the Texas Commission on Law Enforcement Standards and Education (TCLEOSE) rules unless a higher standard is listed herein;
4. Applicant must possess a high school diploma or its equivalent (GED), and at least one of the following qualifications:
 - ❖ An active Texas peace officer license, with less than a one (1) year break in service prior to applying for employment; or
 - ❖ Has successfully completed the Basic Peace Officer's course and is eligible for licensing at the time of application.
5. Applicant must be of good moral character;
6. Applicant must be able to read and write the English language;
7. Applicants must not have been discharged from any military service under less than honorable conditions specifically:
 - ❖ Under other than honorable conditions;
 - ❖ Bad conduct;
 - ❖ Dishonorable; or
 - ❖ Any other characterization of service indicating bad character.
8. Applicants must not have been convicted or have ever been on court-ordered community supervision, probation or deferred adjudication for any criminal offense of the grade of Class B misdemeanor within the last ten (10) years from the date of court order.
 - ❖ The applicant must not have been convicted or have ever been convicted on court-ordered community supervision, probation, or deferred adjudication for any criminal offense **above** the grade of Class B misdemeanor.
 - ❖ The applicant must not be currently under indictment for any criminal offense.
 - ❖ The applicant must not have been convicted of any family violence offense.
 - ❖ The applicant must not ever have been convicted at any time of a felony offense.
 - ❖ The applicant must not have been convicted of the offense of driving while intoxicated or driving under the influence of drugs within twenty-four months prior to making application.
 - ❖ The applicant must possess a valid Texas driver's license and not have two or more traffic violation convictions within 24 months preceding the closing date for the position desired. The applicant must also not be prohibited by State or Federal law from operating a motor vehicle.

To be eligible for appointment as a police officer, the applicant must meet the following additional standards prior to appointment.

- Following a conditional offer of employment, the applicant must be examined by a licensed physician as selected by the City of Alamo Heights and declared able to perform the essential functions of the job; and the applicant is required to pass a drug screen.
- If the applicant has a one (1) year break in service or has successfully completed a Basic Peace Officer's course but does not have an activated Texas peace officer's license, the applicant, following a conditional offer of employment, must be examined by a licensed psychologist, psychiatrist, or registered professional as selected by the City of Alamo Heights and be declared to be in satisfactory psychological and emotional health appropriate to the position of police officer.
- Applicants must qualify with firearms pursuant to Chapter 1701.308 Texas Occupations Code.

All applicants must meet the minimum standard for licensing of a peace officer pursuant to the provisions of Texas Occupations Code, Chapter 1701, and the rules of the Texas Commission on

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Law Enforcement Officer Standards and Education. All employees are required to meet all job standards and training requirements to maintain employment.

TATTOO POLICY

Police Personnel having existing tattoos or brands not allowed by policy or who obtain new tattoos or brands, exceeding 25% of the exposed body part shall be required to maintain complete coverage of the tattoos or brands using current uniform items (long sleeve uniform shirts, etc.) or volunteer to remove tattoos at their own expense.

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SALARY AND BENEFITS SUMMARY

Salary: \$51,791 – \$74,579 annual depending on qualifications and experience.

Longevity Pay: The city values retaining good employees. As a result, the city will pay \$3.00 per month for each year worked.

Overtime / Holiday Compensation: Overtime pay for non-exempt employees is administered in compliance with state and federal laws and regulations. Overtime is paid at the rate of one and one half for hours worked in excess of 86 hours in a pay period. Non-exempt employees receive eight (8) hours compensation for city holidays in addition to any hours worked on the holiday.

Education & Proficiency Incentive (Annual):

DEGREE OBTAINED	ASSOCIATE	BACHELOR	MASTER
	\$600.00	\$900.00	\$1,200.00
CERTIFICATE LEVEL	INTERMEDIATE	ADVANCED	MASTER
	\$600.00	\$900.00	\$1,200.00

Health: The City of Alamo Heights pays 100% of employee group health coverage. Dependent insurance is available at a cost to the employee.

Dental Insurance: The City of Alamo Heights pays 100% of employee group dental coverage. Dependent insurance is available at a cost to the employee.

Vision Insurance: The City of Alamo Heights pays 100% of employee group vision coverage. Dependent insurance is available at a cost to the employee.

Life Insurance: The City of Alamo Heights pays life insurance for the employee at the amount of one (1) year annual salary. Dependent insurance is available at a cost to the employee.

Uniforms and Equipment: The Alamo Heights Police Department provides its officers with their uniforms, raincoat, traffic vest, ballistic vest, firearm (w/retention holster), ammunition, pepper spray (w/holder), baton (w/holder), Taser, flashlight (w/carrier), other duty equipment as well as any specialized equipment and uniforms. The Department provides a boot allowance (up to \$75.00/yr).

Retirement: The City of Alamo Heights participates in the Texas Municipal Retirement System (TMRS) and has elected the 20 year retirement plan at the current contribution rate of 6% / 2:1 match.

Leave: The City of Alamo Heights offers paid vacation and personal leave as well as other approved leaves of absence. Personal leave is accrued quarterly based on the employee's years of service. After one year of continuous service, employees are eligible to accrue annual leave bi-weekly based on the employee's years of service.

Training Opportunities: Paid leave, tuition, approved travel expenses to include room/board and transportation, and training supplies (including ammunition) will be the City's expense for all approved training.

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**CITY OF ALAMO HEIGHTS
JOB DESCRIPTION**

POLICE OFFICER

**EXEMPT STATUS: Non-Exempt
SALARY RANGE: \$51,791.00 - \$74,579.04**

JOB SUMMARY:

Under supervision of superior officers, the Police Officer is responsible for performing general duty police work in protecting life and property and enforcing laws and ordinances. Maintains law and order for the prevention of crimes and for protecting life and property within the City. Work methods are developed and demonstrated in detail by superior officers, much of the work is of a routine nature, incumbents must be able to exercise sound and independent judgment in emergency situations where danger to life or property may be involved. All assignments involve responsibility for recognizing the social importance of police functions, for tactful and courteous treatment of the public, and conscientious and efficient performance without immediate supervision. Exercises no supervision. Police Officers report to their assigned Police Sergeant.

EDUCATION AND EXPERIENCE:

- Graduation from high school or a General Education Development (GED) Certification
- Meet the minimum requirements for licensing as enacted by the Texas Commission on Law Enforcement Officer Standards and Education.

LICENSES OR CERTIFICATES:

- Valid Class "C" Texas Driver's License.
- Current and valid Texas Peace Officer License.

ESSENTIAL JOB FUNCTIONS:

- Patrol the City proactively in furtherance of the Police Department Mission, Vision, Values and Goals; works in furtherance of developing community partnerships; actively engages and dissuades criminal activity and dangerous conduct.
- Enhance interaction and communication with the citizens and business representatives by means of increased patrol presence, stop & talk (business checks), and other strategies (bicycle patrol program, foot patrol)
- Respond to calls for police services in a timely manner without unnecessary delay; assists other City departments when a need is recognized or when on assignment.
- Make arrests for violations of laws or ordinances and testify in court.

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- Provide an exceptional response and management of calls for service; develop and implement an appropriate course of action; prepares detailed offense and case reports.
- Enforce traffic and parking regulations proactively and reactively in furtherance of safe vehicular and pedestrian movement, directs traffic when necessary; participates in traffic enforcement initiatives promoted by the Department; aggressively pursues DWI and DUI Minor offenders.
- Investigate all reports of accidents involving vehicles or pedestrians as required by the Texas Transportation Act; make detailed reports of traffic accident investigations.
- Accurately document, obtain, and process evidence in accordance with Police Department standards.
- Perform courtesy security checks on residential property when requested by residents who are out of town.
- Check doors and windows of business establishments; investigates any suspicious conditions.
- Maintain good working relationships with others and always provide a positive example for others to follow.
- Performs duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Federal, State and local laws and ordinances.
- Knowledge and application of the Alamo Heights Police Department Mission Statement, Values Statement, and Goals/Objectives during the course of duties.
- Knowledge of the rules, regulations, policies and procedures in the Alamo Heights Police Department General Manual; knowledge and adherence to all General and Special Orders issued or authorized by the Chief of Police.
- Knowledge of law enforcement techniques and procedures.
- Knowledge of standard broadcast procedures of a police radio system.
- Ability to maintain physical condition meeting department fitness standards and appropriate to the performance of police training functions, assigned duties and other responsibilities which may include demonstrating proficiency during training exercises or during the performance of actual duties not limited to effecting arrest, subduing resisting individuals, chasing fleeing subjects and running, walking, crouching or crawling during emergency operations.
- Ability to maintain firearms proficiency with all authorized and assigned firearms as prescribed by TCOLE rules, to include the issued duty sidearm, the police shotgun, the patrol rifle, and any other firearm issued in the furtherance of a specialized police response.
- Ability to meet certification requirements and maintain proficiency with all Department issued intermediate weapons.
- Ability to move equipment, injured/deceased persons and climb stairs/ladders.
- Ability to perform life-saving and rescue procedures.
- Ability to walk, stand or sit for extended periods of time.
- Ability to operate assigned equipment and vehicles safely and within prescribed procedures.
- Ability to effectively deal with personal danger which may include exposure to armed/dangerous persons, dangerous animals, communicable diseases, hazards of emergency driving, hazards associated with traffic control, working in and near traffic and natural and man-made disasters.
- Ability to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others and reading and writing.
- Ability to recognize dangerous situations; take measures to notify others or abate the situation.
- Ability to maintain mental capacity that allows the capability of exercising sound judgment and rational thinking under dangerous circumstances.
- Ability to evaluate various options and alternatives and choose an appropriate and reasonable course of action.
- Ability to demonstrate intellectual capabilities during training and testing processes.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

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Work in a highly stressful emergency environment, under intense life-threatening conditions.

- Maintain effective audio-visual discrimination and perception needed for:
 - 1) Making observations
 - 2) Reading and writing
 - 3) Operating assigned equipment
 - 4) Assessing the situation at an incident scene
 - 5) Communicating with others
- Effectively deal with personal danger which may include exposure to:
 - 1) Confined or high work places
 - 2) Dangerous animals
 - 3) Dangerous people
 - 4) Extremely loud noises
 - 5) Hazards of emergency driving
 - 6) Hazards associated with traffic control, working in and near traffic
 - 7) Natural and man-made disasters
 - 8) Adverse weather conditions.
- Maintain Physical Condition appropriate to the performance of police training exercises, assigned duties and other responsibilities which may include the following:
 - 1) Running, walking, crouching or crawling during emergency operations
 - 2) Moving equipment and injured/deceased persons
 - 3) Climbing stairs/ladders
 - 4) Walking, standing or sitting for extended periods of time
 - 5) Performing life-saving and rescue procedures
 - 6) Operating assigned equipment
 - 7) Proficiency demonstrations utilizing assigned equipment and police tactics in varied conditions of climate, terrain and other adverse conditions under both stressful and non-stressful conditions

Police officers may be assigned varying shifts and days off as necessary to maintain adequate staffing of shifts. Additionally, police officers may be required to work overtime to meet service demands and/or to maintain operational efficiency. **Police officers must be prepared to work any shift, and assume scheduled days off if required.**

This job description is not an employment agreement or contract.

Management has the exclusive right to alter this job

Revision Date: February 1, 2017

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Mission Statement

The mission of the Alamo Heights Police Department is to positively impact the quality of life throughout the community. To achieve our mission, the Department is committed to developing a partnership with the community which includes a goal setting process aimed at resolving problems, reducing fear, preserving the peace and enforcing the law; thus providing a safe community environment. Together we will accomplish this with emphasis on integrity, fairness, and professionalism.

Vision Statement

A community environment where the public has full faith and confidence in its police department; it is an environment wherein citizens of the community believe that they are safe and secure in their homes and businesses; it is an environment wherein the criminal element does not feel safe and secure in its activities.

Core Values

- ⊕ Integrity – We are committed to uphold our positions of trust by maintaining the highest ethical standards as set forth in the law enforcement code of ethics.
- ⊕ Community Safety – We are committed to public safety through community partnerships, public education, community watch strategies, and the steadfast enforcement of violations of the law.
- ⊕ Service – We are committed to prompt, professional and courteous service, unbiased and effective in our response to community concerns.
- ⊕ Quality – We are committed to the highest standards of excellence through recruitment, training, teamwork, leadership, innovation, technology and accountability.

Goals

- Maintain positive interaction with the public and a high degree of visibility within the community.
- Educate the public to the community's role and responsibility in the prevention, detection, and resolution of crime.
- Develop and improve internal systems which assure high quality service to our community while increasing the Department's efficiency.
- Use innovative technology to maximize performance.
- Recruit and retain a diverse, highly skilled and motivated law enforcement workforce.
- Provide a rewarding work environment and invest in personnel development.

REQUIRED DOCUMENTATION

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The following is a list of documents required to be submitted with your Personal History Statement. All documents or copies of documents must be submitted on 8 ½" X 11" paper, not larger or smaller. If several small items are copied on one page, place them so that they all appear upright on the page when copied. All documentation will be submitted with your Personal History Statement by the established deadline. If a document does not apply to you then write "N/A" for Not Applicable. These documents and information are necessary to conduct your background investigation.

Required material not provided with the PERSONAL HISTORY STATEMENT may result in disqualification.

➤ Initial each entry to indicate the document is attached, if applicable.

- _____ Texas Driver's License
- _____ Social Security Card
- _____ TCLEOSE License (if applicable)
- _____ High School Diploma or G.E.D. Certificate
- _____ Certificate of Live Birth
- _____ Naturalization Papers (if applicable)
- _____ College Diploma(s) (if applicable)
- _____ College Transcripts (if applicable)
- _____ Military Discharge Papers, DD214 (if applicable)
- _____ Divorce Decree(s) (if applicable)
- _____ Current automobile insurance card
- _____ TCLEOSE and law-enforcement related training certificates
- _____ Resume (optional)
- _____ Letters of recommendation (optional)
- _____ "Required Document Checklist"
- _____ "Importance of Honesty Statement"
- _____ "Duration of Employment Disclosure"
- _____ "Authorization for Release of Personal Information"
- _____ "TCLEOSE Employment Termination History Release"
- _____ "Fair Credit Reporting Act Disclosure and Consent Statement"

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IMPORTANCE OF HONESTY STATEMENT

The Alamo Heights Police Department is seeking applicants who demonstrate certain characteristics. Honesty is the most important characteristic that you must demonstrate. It is extremely important that you are completely honest in all of your answers. The importance of honesty from the time of application, completion of all documents and questionnaires, as well as during all interviews cannot be overemphasized. Failure to respond to any question truthfully, whether orally or in writing, will result in disqualification. Many applicants have been disqualified for dishonesty. While filling out documents you are cautioned to take your time, to be thorough, and to be specific in all your answers. If you have any doubt in your mind concerning a particular question, the answer is “Yes”, include it. If you are unsure whether to include certain information, the answer is “Yes”, include it.

You may think that something you have done will disqualify you from further consideration, it may or may not. What will certainly disqualify you is lying or distorting the truth. For example, an arrest (either when you were a juvenile or as an adult) may or may not disqualify you; however, lying about that arrest will disqualify you from further consideration. You may have been fired from a job that, by itself, may or may not disqualify you; however, lying about it will disqualify you from further consideration. The use of drugs, including marijuana, may or may not disqualify you; however, lying about it will disqualify you from further consideration.

I have read and understand the contents of this statement.

Applicant's Signature _____ Date _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

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DURATION OF EMPLOYMENT DISCLOSURE

As a general rule, all employees of the City of Alamo Heights are hired for an indefinite period of time, and either the employee or the City is free to terminate the employment relationship at any time, for any lawful reason, with or without notice.

If hired, I understand that I will be evaluated for a period of one (1) year of continuous employment. This period is termed the "Evaluation Period." I agree and understand that my employment may be terminated if either performance or conduct is unsatisfactory. I also understand that all benefits of employment are subject to change with or without notice.

If accepted for employment with the City of Alamo Heights, I agree to abide by all policies, rules, regulations, and procedures established by the City of Alamo Heights and the Alamo Heights Police Department.

I have read and understand the contents of this statement.

Applicant's Signature _____ Date _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

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**CITY OF ALAMO HEIGHTS, POLICE DEPARTMENT
AUTHORIZATION FOR RELEASE OF PERSONAL INFORMATION**

TO WHOM IT MAY CONCERN:

I hereby authorize the **ALAMO HEIGHTS POLICE DEPARTMENT** and its authorized representatives bearing this release, or a copy thereof, within one year of its date, to obtain any information in your files pertaining to my employment, military, credit, education or medical records, including, but not limited to academic, achievement, attendance, athletic, personal history, disciplinary records, medical records, and credit records.

I hereby direct you to release such information upon request of the bearer. This release is executed with full knowledge and understanding that the information is for official use. Consent is granted to all parties to furnish such information, as described above, to third parties in the course of fulfilling its official responsibilities. I hereby release you, as custodian of such records, and any school, college, university, or other educational institution, hospital, or other repository of medical records, credit bureau, lending institution, consumer reporting agency, or retail business establishment including its officers, employees, or related personnel, both individually and collectively, from any and all liability for damages of whatever kind, which may at any time result to me, my heirs, family or associates because of compliance with this authorization and request to release information, or attempt to comply with it.

I am furnishing my Social Security Account Number on a voluntary basis with the understanding such is not required by any law or regulation. I have been advised that all parties will utilize this number only to facilitate the location of employment, military, credit, and educational records concerning me in connection with this application. Should there be any question as to the validity of this release, you may contact me as indicated below:

Applicant's Printed Name (include maiden name)

Applicant's Social Security #

Applicant's Signature (including maiden name)

Applicant's Phone Number

Applicant's Address

Applicant's City, State, and ZIP Code

SWORN TO AND SIGNED BEFORE ME, ON THIS THE ____ DAY OF _____, 20____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC

PRINTED NAME OF NOTARY PUBLIC

My Commission Expires: _____

A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) is designed to promote accuracy, fairness, and privacy of information in the files of every “consumer reporting agency” (CRA). Most CRAs are credit bureaus that gather and sell information about you – such as if you pay your bills on time or have filed bankruptcy – to creditors, employers, landlords, and other businesses. You can find the complete text of the FCRA, 15 U.S.C. 1681-1681u, at the Federal Trade Commission’s web site (<http://www.ftc.gov>). The FCRA gives you specific rights, as outlined below. You may have additional rights under state law. You may contact a state or local consumer protection agency or a state attorney general to learn those rights.

- **You must be told if information in your file has been used against you.** Anyone who uses information from a CRA to take action against you – such as denying an application for credit, insurance, or employment – must tell you, and give you the name, address, and phone number of the CRA that provided the consumer report.
- **You can find out what is in your file.** At your request, a CRA must give you the information in your file, and a list of everyone who has requested it recently. There is no charge for the report if the person has taken action against you because of information supplied by the CRA, if you request the report within 60 days of receiving notice of the action. You also are entitled to one free report every twelve months upon request if you certify that (1) you are unemployed and plan to seek employment within 60 days, (2) you are on welfare, or (3) your report is inaccurate due to fraud. Otherwise, a CRA may charge you up to eight dollars.
- **You can dispute inaccurate information with the CRA.** If you tell a CRA that your file contains inaccurate information, the CRA must investigate the items (usually within 30 days) by presenting to its information source all relevant evidence you submit, unless your dispute is frivolous. The source must review your evidence and report its findings to the CRA. (The source also must advise national CRAs – to which it has provided the data – of any error.) The CRA must give you a written report of the investigation, and a copy of your report if the investigation results in any change. If the CRA’s investigation does not resolve the dispute, you may add a brief statement to your file. The CRA must normally include a summary of your statement in future reports. If an item is deleted or a dispute statement is filed, you may ask that anyone who has recently received your report be notified of the change.
- **Inaccurate information must be corrected or deleted.** A CRA must remove or correct inaccurate or unverified information from its files, usually within 30 days after you dispute it. However, the CRA is not required to remove accurate data from your file unless it is outdated (as described below) or cannot be verified. If your dispute results in any change to your report, the CRA cannot reinsert into your file a disputed item unless the information source verifies its accuracy and completeness. In addition, the CRA must give you a written notice telling you it has reinserted the item. The notice must include the name, address, and phone number of the information source.
- **You can dispute inaccurate items with the source of the information.** If you tell anyone – such as a creditor who reports to a CRA – that you dispute an item, they may not then report the information to a CRA without including a notice of your dispute. In addition, once you’ve notified the source of the error in writing, it may not continue to report the information, if it is, in fact, an error.
- **Outdated information may not be reported.** In most cases, a CRA may not report negative information that is more than seven years old; ten years for bankruptcies.
- **Access to your file is limited.** A CRA may provide information about you only to people with a need recognized by the FCRA – usually to consider an application with a creditor, insurer, employer, landlord, or other business.

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A Summary of Your Rights Under the Fair Credit Reporting Act (continued)

- **Your consent is required for reports that are provided to employers, or reports that contain medical information.** A CRA may not give out information about you to your employer, or prospective employer, without your written consent. A CRA may not report medical information about you to creditors, insurers, or employers without your permission.
- **You may choose to exclude your name from CRA lists for unsolicited credit and insurance offers.** Creditors and insurers may use file information as the basis for sending you unsolicited offers of credit or insurance. Such offers must include a toll-free phone number for you to call if you want your name and address removed from future lists. If you call, you must be kept off the lists for two years. If you request, complete, and return the CRA from provided for this purpose, you must be taken off the lists indefinitely.
- **You may seek damages from violators.** If a CRA, a user or (in some cases) a provider of CRA data, violates the FCRA, you may sue them in state or federal court.

The FCRA gives several different federal agencies authority to enforce the FCRA:

FOR QUESTIONS OR CONCERNS REGARDING:	PLEASE CONTACT:
CRAs, creditors and others not listed	Federal Trade Commission Consumer Response Center – FCRA Washington, D.C. 20580 202-326-3761
National Banks, federal branches/agencies of foreign banks (word “National” or initials “N.A.” appear in or after bank’s name)	Office of the Comptroller of the Currency Compliance Management, Mail Stop 6-6 Washington, D.C. 20219 800-613-6743
Federal Reserve System members banks (except national banks, and federal branches/ agencies of foreign banks)	Federal Reserve Board Division of Consumer & Community Affairs Washington, D.C. 20551 202-452-3693
Savings associations and federally chartered savings banks (word “Federal” or initials “F.S.B.” appear in federal institution’s name)	Office of Thrift Supervision Consumer Programs Washington, D.C. 20552 800-842-6929
Federal credit unions (word “Federal credit union” appear in institution’s name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-518-6360
State-chartered banks that are not members of the Federal Reserve System	Federal Deposit Insurance Corporation Division of Compliance & Consumer Affairs Washington, D.C. 20429 800-934-FDIC
Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission	Department of Transportation Office of Financial Management Washington, D.C. 20590 202-366-1306
Activities subject to the Packers and Stockyards Act, 1921	Department of Agriculture Office of Deputy Administrator-GIPSA Washington, D.C. 20450 202-720-7051

**FAIR CREDIT REPORTING ACT
Disclosure and Consent Statement**

DISCLOSURE BY CITY OF ALAMO HEIGHTS

The Fair Credit Reporting Act requires that we disclose to you that we may obtain a consumer or investigative consumer report from a consumer reporting agency as part of our background investigation to determine your eligibility for employment and, after your initial employment, your eligibility for other positions. The investigation may include information about your criminal background and will be obtained solely for employment purposes. Before taking any adverse action based on the report, we will provide you a copy of the report and a description of your rights as a consumer under the Fair Credit Reporting Act.

CONSENT BY APPLICANT

I understand that upon written request to City of Alamo Heights, I will be informed whether an investigative consumer report was requested, and given full information as to the nature and scope of this investigation. I understand that an investigative consumer report is a report in which information concerning my character, general reputation, personal characteristics, or mode of living is obtained through personal interviews with neighbors, friends, or associates with whom I am acquainted.

I hereby authorize City of Alamo Heights to obtain a consumer report or an investigative consumer report on me as part of a pre-employment background screening process. If I am offered employment, I further authorize City of Alamo Heights to obtain additional consumer or investigative consumer reports on me for employment purposes at any time during my employment.

By my signature below, I also acknowledge that I have received a summary of my rights under the federal Fair Credit Reporting Act.

Name (Print): _____

Signature: _____

Date: _____

SWORN TO AND SIGNED BEFORE ME, ON THIS THE _____ DAY OF _____, 20_____.

(NOTARY SEAL)

SIGNATURE OF NOTARY PUBLIC