

Law Enforcement Communication and Information Systems Study Guide

Lesson Purpose

The objective is to familiarize students with the basics of law enforcement communication methods, focusing on telephonic communications, radio use, and the Division of Criminal Information (DCIN).

Training Objectives

By the end of this training, you should be able to:

1. Demonstrate proper telephonic communication techniques and explain the importance of being a critical link between citizens and law enforcement.
2. Use proper radio techniques while adhering to ten codes or plain speech.
3. Explain the functions of DCIN and other integrated computer systems in law enforcement.

Key Concepts & Techniques

Telephonic Communications

Customer Service: Every caller, whether for emergencies or not, must be treated with professionalism. Maintain a positive attitude and control your temper.

Telephone Etiquette: Your voice reflects your attitude. Courtesy helps maintain control during conversations. Be civil, polite, and empathetic.

Artful Communication:

Flexibility to deal with a range of people.

Empathy helps understand the caller's emotions without sharing them.

Professionalism requires using tools to assist the caller appropriately.

The Initial Link

First Impressions Matter: You are often the first contact for a caller in crisis.

Response Time: Answer calls quickly to convey professionalism and attentiveness.

Call Outcome: Use common courtesy even with hostile callers. Control the call to ensure a positive resolution.

Crisis Callers

Categorization: Every caller is unique, and many may not cope well with crisis situations.

Persistent Repetition: Use repeated questions and the caller's name to break through panic.

Dealing with Stress: Manage personal stress and avoid taking negative emotions from callers personally.

Radio Communications

Equipment Familiarization: Ensure all radios and devices (mobile or portable) are functional and correctly set at the beginning of your shift.

Microphone Techniques: Hold the microphone 1-2 inches from your mouth at a 30 to 45-degree angle. Speak clearly without rushing or shouting.

General Procedures:

Voice Quality: Vary your pitch and avoid monotony. Sound energetic and interested.

Courtesy: Always monitor the radio before transmitting and wait for your turn.

Broadcasting Messages

ABC's of Broadcasting:

Accuracy: Be exact with details.

Brevity: Keep conversations concise.

Clarity: Speak clearly without mumbling or raising your pitch.

Use of Phonetic Alphabet: Use standardized alphabets (International or Police) to avoid confusion.

24-Hour Time: Learn to convert standard time into military time, i.e., 4 p.m. becomes 1600 hours.

Ten Codes & Plain English: Use codes for simplicity, but switch to plain English for multi-jurisdictional incidents to avoid misunderstandings.

Key Radio Procedures

Status Changes: Always report status changes (start/end of duty, transporting prisoners, etc.) to dispatch with specific details.

Vehicle Stops: Report your location, the vehicle's license number, and a brief description of the stop.

Division of Criminal Information Network (DCIN)

Function: DCIN connects various criminal justice agencies (local, state, and national) and provides real-time access to law enforcement databases 24/7.

NCIC "Hot Files" Include:

Wanted Persons

Missing Persons

Stolen Vehicles

Stolen Guns

Protection Orders

Sexual Offender Registries

Felony Vehicles

Identity Theft Data

Local Files: DCIN also maintains specific North Carolina files like Concealed Handgun Permits and Sexual Offender Registration.

CJLEADS & LInX Carolinas

CJLEADS (Criminal Justice Law Enforcement Automated Data Services):

A comprehensive database that consolidates criminal data from multiple sources (warrants, jail records, etc.) to provide a clear and current profile of offenders.

Objectives:

Provide a unified view of an offender's criminal history.

Allow law enforcement to track changes in an offender's status.

LInX Carolinas:

A regional law enforcement data-sharing platform allowing access to records from participating agencies, enabling real-time collaboration on investigations across jurisdictions.

Final Notes

Liability: Ensure that all records entered into DCIN/NCIC are accurate. Incorrect data may lead to false arrests or imprisonment.

eCourts & CJLEADS: Know the benefits of these systems in reducing travel and enhancing remote case management for rural law enforcement and vulnerable populations.