

# Law Enforcement Communication and Information Systems Test Prep Guide

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## Key Focus Areas Based on Training Objectives & Important Highlights

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### 1. Telephonic Communications

- **Objective:** Understand the proper techniques for conducting telephonic communications and explain its importance as a vital link between citizens and service providers.
  - **Key Points:**
    - **Telephone Etiquette:** Your voice reflects your attitude. Be **civil, understanding, polite, and respectful** when speaking to citizens.
    - **Customer Service:** Every caller is a customer. **Positive attitude** and **control of your temper** lead to fewer complaints.
    - **Crisis Callers:** Use **persistent repetition** to help callers break through hysteria. Maintain control of your emotions.
  - **Important terms:**
    - The **5 W's** for gathering information:
      - **Where:** Location of the incident and caller.
      - **What:** Nature of the call (type of emergency or situation).
      - **When:** When the incident occurred.
      - **Who:** The people involved.
      - **Weapons:** Ask about the presence or mention of weapons.
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### 2. Radio Communications

- **Objective:** Demonstrate the correct use of radios (mobile/portable) and proper procedures using **Ten Codes** and/or **plain speech**.
- **Key Points:**
  - **Microphone Techniques:**
    - Hold the microphone **1-2 inches** from your mouth, slanted at a **30-45 degree angle**.
    - **Talk across** the microphone, not directly into it, to avoid distortion.
    - Use a **normal tone of voice**—don't shout or rush.
  - **Voice Quality:**
    - **Do not show emotion** (excitement, irritation, etc.) over the radio.
    - Ensure **clarity** and **accuracy** when speaking.
    - Follow the **ABC's** of radio communication:
      - **Accuracy**
      - **Brevity**
      - **Clarity**
  - **Ten Codes** (Memorize common codes):

- **10-4:** Acknowledgment
  - **10-7:** Out of service
  - **10-33:** Emergency help needed
  - **10-20:** Location
  - **Plain Speech:** Use in multi-jurisdictional incidents to reduce confusion across agencies.
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### 3. Division of Criminal Information Network (DCIN)

- **Objective:** Understand the role of DCIN and the various interfaced computer systems.
  - **Key Points:**
    - **Function:** DCIN links local, state, and national criminal justice agencies, providing **24/7 access** to critical information such as:
      - **Stolen property.**
      - **Wanted persons.**
      - **Missing persons.**
    - **National Crime Information Center (NCIC)** "Hot Files" include:
      - **Wanted persons** (felons, probation/parole violators).
      - **Missing persons** (disabled, endangered, runaway juveniles).
      - **Stolen vehicles and license plates.**
    - **North Carolina-specific Hot Files:**
      - **Concealed Handgun Permit File.**
      - **Sexual Offender Registration File.**
      - **Recovered Vehicles File.**
  - **Important Note:**
    - DCIN also provides access to other criminal justice agencies such as **FBI, DMV, SBI, Department of Correction**, and more.
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### 4. CJLEADS (Criminal Justice Law Enforcement Automated Data Services)

- **Objective:** Understand CJLEADS as a tool for law enforcement.
  - **Key Points:**
    - **Function:** CJLEADS consolidates data from multiple criminal justice databases, providing **real-time information** on offenders, warrants, court records, and more.
    - **Watch List:** Allows users to create watch lists for persons of interest and receive notifications on changes in their status (e.g., new warrants or arrests).
  - **Why it matters:**
    - CJLEADS helps reduce the risk of missing critical data by bringing information into a single system.
    - Accessible to law enforcement officers **via the web** and updated frequently.
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### 5. LInX Carolinas (Law Enforcement Information Exchange)

- **Objective:** Understand the role of LInX Carolinas in information sharing.
  - **Key Points:**
    - **Purpose:** LInX Carolinas is a cooperative system that allows sharing of law enforcement data, including **arrest records**, **mugshots**, **narratives**, and **incident reports**.
    - **Benefits:** Users can access cross-jurisdictional information, helping to connect crimes, identify suspects, and solve cases faster.
  - **Success Stories:**
    - LInX Carolinas has been used to solve cases by identifying suspects through shared records with other agencies.
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## 6. Broadcasting Messages and BOLO

- **Objective:** Understand proper message broadcasting techniques for law enforcement.
  - **Key Points:**
    - **ATL (Attempt to Locate)/BOLO (Be On the Lookout) Format:**
      - **Preamble:** Prepare listeners to copy the message.
      - **Text:** Details of the incident (suspect description, vehicle details, etc.).
      - **Authority:** Identify who is authorizing the message.
    - **Broadcasting Physical Descriptions:**
      - Always describe from **head to toe**.
      - When describing weapons, mention them **last**—it's the most important detail for officers to remember.
  - **CYMBAL:** The standard format for broadcasting vehicle descriptions:
    - **Color**
    - **Year**
    - **Make**
    - **Body style**
    - **Additional features**
    - **License plate number**
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## 7. Test Preparation Tips

- Focus on **Ten Codes** and when to use **plain speech**.
  - Be clear on the purpose and function of **DCIN**, **CJLEADS**, and **LInX Carolinas**.
  - Know how to handle **crisis callers** and how to maintain **control over the phone**.
  - Understand the structure of **ATL/BOLO** broadcasts.
  - Practice answering questions based on the **5 W's** for prioritizing calls (Where, What, When, Who, Weapons).
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## Practice Questions:

1. **What are the key components of an emergency phone call?**
    - Answer: Location, call type, and callback number.
  2. **Explain the function of DCIN.**
    - Answer: DCIN links law enforcement agencies to provide access to critical information like stolen property, wanted persons, and missing persons.
  3. **How do you correctly describe a vehicle using the CYMBAL format?**
    - Answer: Color, Year, Make, Body style, Additional features, License plate number.
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