Law Enforcement Communication and Information Systems: Study Guide

Lesson Objectives

- **Telephonic Communication**: Understand and demonstrate proper techniques for phone interactions with the public.
- **Radio Communication**: Demonstrate correct radio use, following procedures, using Ten Codes or plain speech.
- **DCIN**: Know the role and function of the Division of Criminal Information Network (DCIN) and its related systems in law enforcement.

1. Telephonic Communication: Essential Points

Key Techniques:

- **Customer Service**: Every caller, whether it's an emergency or not, is a customer. A positive attitude, patience, and controlling your temper are key to reducing complaints and ensuring smooth communication.
- **Telephone Etiquette**:
    - **Voice reflects attitude**: Be civil, empathetic, and polite.
    - **Avoid negative behavior**: Being curt or impatient can create unnecessary conflict.
    - Use **professionalism** and **empathy** to gain trust and cooperation from the caller.
- **Critical Call Information**:
    - **Location**, **Call Type**, and **Callback Number**: Always gather these three essential pieces of information when handling emergency calls.
- **Handling Crisis Calls**:
    - **Stay calm and don't take it personally**. The caller's emotions are likely a result of their crisis, not directed at you.
    - Use **persistent repetition** to help calm panicked callers by repeating questions in a firm, clear manner.

2. Radio Communication: Best Practices

Radio Equipment Use:

- **Pre-shift checks**: Ensure radios are charged, on the correct channel, and free of malfunctions.
- **Microphone Techniques**:

- ○ Hold the microphone 1-2 inches from your mouth at a slight angle.
- ○ Speak **across** the microphone, not directly into it, to avoid distortion.
- ○ Maintain a **normal tone**—do not shout or speak too fast.
- **General Procedures**:
  - ○ **Identify your unit** before transmitting.
  - ○ Keep your messages **short and clear**. Use codes or plain speech depending on protocol.
  - ○ Avoid emotional tones or showing frustration in your voice.

Message Construction:

- Follow the **ABC rule** for all transmissions:
  - ○ **A**ccuracy: Make sure all information is correct.
  - ○ **B**revity: Keep the message as short as possible while conveying all necessary details.
  - ○ **C**larity: Speak clearly and at a steady pace.

Common Radio Mistakes:

- **Clipping**: Avoid speaking too soon (before the microphone is keyed) or releasing the button too early (before finishing your message).
- Always **monitor the channel** before transmitting to avoid cutting off others.

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3. Division of Criminal Information Network (DCIN)

DCIN Overview:

- DCIN is the **state's law enforcement/criminal justice network**, linking local, state, and federal agencies like the **FBI**, **SBI**, and **NC Highway Patrol**.
- Provides **24/7 access** to critical data, including wanted persons, stolen property, and criminal histories.

Key Files in NCIC (National Crime Information Center):

- **Wanted Persons**: Includes both adults and juveniles.
- **Missing Persons**: Categorized as disabled, endangered, involuntary, or runaway.
- **Stolen Property**: Includes vehicles, guns, license plates, and other valuable items.

Criminal Record Information:

- Use **numeric identifiers** (like Social Security numbers or driver's license numbers) when available for better search accuracy.
- **Record Entries**: All entries into DCIN/NCIC must be supported by proper documentation (e.g., a warrant for a wanted person entry).

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4. CJLEADS & LInX Carolinas

CJLEADS (Criminal Justice Law Enforcement Automated Data Services):

- **Purpose**: Combines data from various sources (e.g., warrants, probation, DMV records) to provide comprehensive criminal data.
- **Watch List**: Enables law enforcement to track persons of interest and receive notifications of status changes (e.g., arrest or court dates).

LInX Carolinas:

- **What is it?** A regional data-sharing system that includes information from local, state, and federal agencies.
- **Key Benefit**: Officers can access arrest records, citations, and even narrative reports across agencies, making multi-jurisdictional investigations more efficient.

Test Preparation Tips

- **Review phonetic alphabet** and ensure you understand its use for radio communications.
- **Practice scenario-based questions** where you respond to calls using both telephonic and radio communication techniques.
- Focus on understanding how DCIN works and the types of information accessible through it (e.g., stolen vehicles, missing persons).
- Familiarize yourself with **CJLEADS** and **LInX** systems, especially how they enhance cross-agency collaboration.

Common Test Questions:

1. **What are the three essential pieces of information to obtain during an emergency call?**
   - Answer: Location, Call Type, Callback Number.
2. **What does "ABC" stand for in radio communications?**
   - Answer: Accuracy, Brevity, Clarity.
3. **What is the DCIN, and how does it support law enforcement?**
   - Answer: The Division of Criminal Information Network links law enforcement and criminal justice agencies, providing access to national and state crime databases.