

LVMPD COMMUNICATIONS BUREAU

9-1-1 PROFESSIONAL

INFORMATIONAL BOOKLET



INTRODUCTION

This informational booklet is provided to applicants preparing for the 9-1-1 Professional selection process. This information will assist you in understanding the 9-1-1 Professional position, LVMPD, and offer an introduction to the material covered in the 9-1-1 Professional Academy.

DEPARTMENT MISSION, ICARE VALUES, AND RELATED POLICIES

VISION

Our vision statement defines what the Department strives to be. The vision of the Las Vegas Metropolitan Police Department is for the Las Vegas community “to be the safest community in America.”

MISSION

A mission statement describes how an organization intends to make the vision statement a reality. The mission of the Las Vegas Metropolitan Police Department is to “provide exceptional police services in partnership with the community.”

ICARE

The LVMPD has a set of core values which define the beliefs, culture, and actions of the Department and its members. The values of the LVMPD are Integrity, Courage, Accountability, Respect, and Excellence. The following are examples of behaviors which exemplify these values:

Integrity	<ul style="list-style-type: none">• Exhibits honesty and tells the truth• Does the right thing at all times• Support’s Metro’s strategic direction, vision, mission, and goals
Courage	<ul style="list-style-type: none">• Makes tough decisions even when it is not the popular decision• Supports others even if the circumstances are challenging• Handles change professionally
Accountability	<ul style="list-style-type: none">• Welcomes evaluation by others• Works independently and knows what is expected• Performs at a high standard even under pressure
Respect	<ul style="list-style-type: none">• Is respectful at all times• Does not display anger or criticism publicly• Is an effective team player
Excellence	<ul style="list-style-type: none">• Has a positive attitude• Focuses on serving others• Does not settle for average or say “it is good enough”

STRATEGIC GOALS

The Department utilizes a strategic plan which defines the goals of the Department and the strategies to achieve them. The department's goals are:

Strategic prevention and reduction of crime

Appreciate our employees and those we serve

Foster leadership, accountability, and reform

Excel in communication, innovation, and technology

ATTENDANCE

The LVMPD Communications Bureau functions 24 hours a day, 7 days a week. In addition to working holidays, 9-1-1 Professional are required to work varied days and hours in order to meet the demands of a 24/7 environment. Employees must be at their post and ready to perform on time in order to ensure that we are able to provide the community with the critical service that it expects. Abuse of sick leave, whether it is excessive leave, malingering, or misuse will subject an employee to disciplinary action. It is absolutely imperative that you are dedicated to being on-duty when required since the success of the bureau, and its ability to provide the community with live-saving support, depends on the reliability of our employees.

PERSONAL APPEARANCE

Employees are expected to be neat and clean in their appearance. The following are not permitted while on duty:

- Attaching, affixing, or displaying objects, articles or jewelry on or through the nose, tongue, eyebrow, exposed body parts (except the ears for females)
- Stretched or "gauged" earlobes
- Visible jewelry implants
- Visible tattoos or branding
- These types of markings must be able to be covered up with clothing
- These types of markings cannot be covered up with make-up or bandages

Additionally, tattoos or branding which promote racism/discrimination, indecency, extremist or supremacist philosophies, lawlessness, violence, or contain sexually explicit material are prohibited regardless of where they are on an employee's body

SOCIAL MEDIA

Employees are public servants and must use social media responsibly and be aware of the fact that its use cannot detrimentally impact the department. As public employees, we are held to a higher standard of professionalism than private citizens.

Speech, which includes all types of social media postings, whether made on- or off-duty, which is based on information obtained from official duties or knowledge gained from those duties is not protected as speech under the First Amendment of the United States Constitution. Therefore, speech deemed detrimental to the

department will subject the employee to disciplinary action. This includes speech which hinders working relationships, violates confidentiality, creates a disharmonious work environment with co-workers, and/or negatively impacts our ability to serve the community.

Public employees have qualified First Amendment rights. As public employees, speech, on or off-duty, made pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed detrimental to the efficiency of operations of the department.

PERSONS OF ILL REPUTE

Department members are not permitted to associate with persons of bad character. This includes any person who is likely to bring discredit upon either the employee or the department.

SYSTEM SECURITY & DISSEMINATION

LVMPD employees have access to a variety of criminal justice systems and the information contained therein. Dissemination of this information MUST be done correctly, legally, and in accordance with department policy and procedure. Nevada Revised Statutes (NRS) state that confidential information is any information that is personal and reveals the identity of a person. This includes, but is not limited to, a person's: photograph; social security number; driver's license, ID cards, name, address, and telephone number.

Criminal history information cannot be requested, used or released for personal use, outside official duties, or in situations that would violate either local, state, or federal statutes. Employees who violate any policy, procedure, laws, or agreements related to criminal history will not only be subject to disciplinary action but may also be subject to prosecution.

OVERVIEW OF THE LVMPD COMMUNICATIONS BUREAU

The Communications Bureau receives phone calls from citizens, other agencies and Department members who are requesting assistance. 9-1-1 Professionals are responsible for screening both emergency 9-1-1 and non-emergency telephone calls, obtaining and relaying correct information, determining the correct course of action, referring callers to other agencies or services as appropriate, ensuring adherence to Department and Bureau policy, and exemplifying the Department's values, mission, vision, and strategic goals. They are also responsible for fulfilling additional duties and assignments as directed by a Communications Supervisor. All 9-1-1 Professionals report directly to a Communications Supervisor.

Probation for a 9-1-1 Professional is 12-months which includes academy and floor training. A 9-1-1 Professional can be assigned to work anytime throughout the 24-hour day, 7-days a week, including holidays. All 9-1-1 Professionals who have been released to work independently can be mandated to work overtime with short notice due to major events, staffing issues, or any other situations requiring additional personnel. While in the floor training program, 9-1-1 Professionals rotate to different shifts and days off frequently. Personnel who have completed training and probation select their shifts and days off based on seniority meaning that employees with less tenure usually work less desirable shifts/days off. Applicants who are unable to work these types of varied hours will not be successful as a 9-1-1 Professional.

The LVMPD Communications Bureau is the primary Public-Safety Answering Point (PSAP) for all areas within its jurisdiction. This means that all 9-1-1 and 3-1-1 calls within our jurisdiction are directed to the LVMPD

Communications Bureau first. 9-1-1 Professionals must determine if calls need to be re-routed to other agencies based on the type of request and/or location.

The Communications Bureau also conducts radio operations ensuring 24-hour two-way radio communications with officers and other units working out in “the field.” The bureau ensures that all radio operations are conducted in compliance with the Federal Communications Commission Rules and Regulations.

When hired, a 9-1-1 Professional must attend and in-house academy which typically lasts for ten weeks. During this time, 9-1-1 Professionals participate in classroom instruction, as well as working on a simulator. Upon completion of the academy, 9-1-1 Professionals work on the dispatch floor taking phone calls with a Communications Training Officer (CTO) who instructs them on proper call processing techniques for incoming emergency and non-emergency calls.

9-1-1 PROFESSIONAL PROGRAM

The 9-1-1 Professional Academy is an intense ten-week (this time period is subject to change) classroom training program designed to orient 9-1-1 Professionals with the LVMPD and to prepare them for taking live calls. Upon successful completion of the Academy, 9-1-1 Professionals begin the Communications Training and Evaluation Program (CTEP) which is a form of “on-the-job” training. During CTEP, 9-1-1 Professionals will take live calls while working one-on-one with a certified CTO.

ACADEMY

The Academy includes instruction in the following areas:

- Civil/Criminal Law - Provides study of the laws of the State of Nevada, Clark County, and City of Las Vegas as they apply to law enforcement.
- IDF Codes - Teaches codes used strictly by the Las Vegas Metropolitan Police Department to describe or define a particular crime or incident. Use of these codes replaces the English language and affords the Police Department a degree of privacy.
- Sector Beats/Geography - Outlines the geographical layout of Clark County including street block numbers and city and county boundaries.
- Resident Officers - Identifies the purpose of the Resident Officer Program as well as their locations, major highways, call signs, channel assignments, jail facilities, medical services, surrounding counties, and police Departments of other jurisdictions.
- Concurrent Jurisdiction - Identifies the different agencies operating concurrently within the LVMPD jurisdiction and includes the actual geographic boundaries for each specific agency.
- Call Screening - Provides basic knowledge necessary to determine the appropriate course of action according to LVMPD guidelines using telephone policies and procedures; techniques used to solicit information from the caller in an efficient, professional manner.
- Bureau Functions - Explains the LVMPD Organizational Chart and the functions and responsibilities of each bureau, section, and detail.
- Differential Response - Explains procedures and criteria used to determine if a report or incident can or cannot be taken by telephone or other means.

- Event Preparation - Directs the trainee in the preparation of a call for police response using the computer system, Computer Aided Dispatch (CAD), assisted by the use of abbreviations, police terminology, and phraseology.
- Call Signs - Identifies the various units within the LVMPD.
- SCOPE/NCIC - Outlines procedures, formats, and information available through the various computer systems (i.e., SCOPE, NCIC, WVVS, NLETS, LRMS, DMV, and CJIS) which are accessible to law enforcement agencies.
- Simulator - Includes CAD commands, advanced telephone systems, and the actual taking of calls for service from the public. The instructor provides each trainee with assistance and guidance.
- Liability Issues in 9-1-1 - Outlines the various areas of liability involved in the processing of 9-1-1 calls.

Due to the volume of material learned and the fact that nearly all of it will be completely new information for 9-1-1 Professionals, a substantial amount of off-duty study time will be required in order to be successful.

Students are tested weekly in both written and practical (simulated calls) formats. Students must maintain a passing average throughout the academy.

COMMUNICATIONS TRAINING AND EVALUATION PROGRAM (CTEP)

Upon successful graduation from the 9-1-1 Professional Training Academy, 9-1-1 Professionals will enter the CTEP program. They will be assigned to a CTO who will work one-on-one with them instructing them in call taking techniques and other aspects of the 9-1-1 Professional position. 9-1-1 Professionals will mirror the schedule of their CTOs and will rotate to new CTOs on a regular basis. This means that 9-1-1 Professionals will change their work hours and days off with each rotation. These assignments are not optional, and 9-1-1 Professionals are not able to request specific shifts or days off. All staffing decisions are based on operational need and fulfillment of the Department's Mission.

Another important aspect of the CTEP program is the opportunity for 9-1-1 Professionals to work with a variety of CTOs and learn from their varied experiences. The ability to be a team player and work effectively with a variety of personalities is an essential part of being a 9-1-1 Professional. The service we provide cannot and will not be compromised because of personality conflicts. All employees are required, per policy, to behave in a manner that generates harmony and cooperation between themselves and their co-workers.

Call Taking Systems and Procedures

COMPUTER AIDED DISPATCH (CAD)

CAD is a type of software used to initiate calls for service (CFS) also known as events, assign officers to events, maintain the status of responding resources out in the field, maintain a record of activity related to specific events, and provide a database of information pertinent to successful Communications Bureau operations. The overall purpose of CAD is to provide the dispatcher and the units with the most current and accurate information available.

9-1-1 Professionals receive requests for service from the Person Reporting (PR) and determine the appropriate course of action. If an officer is required, the 9-1-1 Professional will generate a CFS by creating an event in

CAD. This requires the ability to effectively utilize a computer while talking to the caller. 9-1-1 Professionals **MUST** be able to talk and type at the same time.

Once the 9-1-1 Professional has initiated a CFS, the CAD system will generate an event number. Each event number consists of 12 digits and is formatted as follows: YYMM-##### (Y=last two digits of the year; M=two-digit month (01-12) and ##### is the unique number assigned to that event). Event numbers are generated sequentially and reset on the first of each month to 0001 at 0000 hours (midnight). Therefore, event-#1801-0000639 was created before #1801-0000640.

ENHANCED 9-1-1 PHONE SYSTEM (E9-1-1)

This telephone system includes network switching, database, and premise elements capable of providing automatic location identification data (caller's address and telephone number), and latitude and longitude for those calling from wireless phones. Call processing is increasingly more complex, especially for high-tech, high-volume, mission-critical law enforcement operations. This system is a sophisticated call routing system which has Automatic Call Distribution (ACD) to distribute calls evenly among call takers. It also has enhanced administrative capabilities. This system allows call takers to easily control a variety of critical applications from a single desktop. It is a Next Generation 9-1-1 system that is capable of allowing digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders.

CALL TAKING

Calls into the Communications Bureau are routed based on the location of the caller and the type of call made. The phone system routes the calls to the next available call taker ensuring that emergency calls (9-1-1) receive top priority, followed by non-emergency calls such as 3-1-1, other agencies, and officers needing non-urgent assistance. 9-1-1 Professionals must always be aware of call volume and the speed with which calls are being answered and processed. Once again, multi-tasking skills are essential since 9-1-1 Professionals must be able to use the phone system while speaking to PRs and utilizing the CAD system.

The phone system provides location information for 9-1-1 calls based on the type of call being made. If the call is coming from a landline phone (hard wired phone), the phone system will send address information to the CAD system which will automatically populate the correct fields. However, 9-1-1 Professionals must always verify address information. If the call comes in from a cell phone, the phone system may provide the coordinates of the caller, but it does not provide an address and the coordinates are not precise enough to pinpoint the caller's location. 9-1-1 Professionals will always ask for the location of occurrence and the caller's address regardless of whether or not the call was via a landline phone or a cell phone.

9-1-1 Professionals are subjected to all personality types while working the phones. This means they frequently encounter difficult callers. No matter how the PR acts, employees are required to remain professional at all times. Department policy requires employees to remain professional, courteous, patient, and respectful at all times, *regardless of provocation*, when dealing with the public. Members are also required to give their full name and personnel number when asked. In fact, their last names and personnel number are part of their automated greetings when answering all types of calls in the Communications Center.

Being able to remain calm and professional while obtaining information from an upset, irate, or unfocused caller is another essential skill for call takers. 9-1-1 Professionals must be able to complete their duties despite resistance or lack of cooperation from a PR.

One of the most important skills for 9-1-1 Professionals is call screening. 9-1-1 Professionals must effectively question the caller in order to assess the situation, ensure officer and citizen safety, and facilitate the vision of the Department which is “To be the safest community in America.” The following table lists the most commonly asked questions:

<u>BASIC QUESTIONS</u>	<u>SUSPECT INFORMATION</u>	<u>VEHICLE</u>
What is the address where the incident occurred?	Time Lapse?	Direction of Travel?
If the address is a business or apartment complex, what is the name? Is there a gate code? Suite/Apartment #?	Direction of Travel?	Time Lapse?
What is the PR’s name?	Mode of Travel?	C-Color
What is the PR’s address?	Race	Y-Year
What is the PR’s phone number?	Sex	M-Make
When did the incident occur?	Age	B-Body
What is occurring?	Height/Weight	A-Anything Else-Accessories
	Hair/Facial Hair	L-License Plate
	Hat/Cap	S-State
	Shirt/Jacket	
	Pants/Shorts	
	Shoes	
	Glasses	
	Scars/Marks/Tattoos	
	Unusual Circumstances	
	Weapons? Is Suspect Armed?	
	Alcohol? Drugs?	

9-1-1 Professionals must quickly assess the type of situation being presented by the caller. If the caller initially asks for medical assistance or advises of a fire, the call must be immediately transferred to the Fire Department. The 9-1-1 Professional will remain on the line in order to determine if police response is also required.

If the call is for police response, the 9-1-1 Professional must determine how urgent the situation is and the appropriate response. 9-1-1 Professionals assign a precedence code (also referred to as priority code) based on the information received from the caller which identifies the level of urgency associated with the event.

The following is a list of the precedence codes used by the LVMPD:

PRECEDENCE CODES	
Priority Zero	Immediate urgent response required by the nearest police unit regardless of current assignment.
Priority One	Incidents where immediate police action would prevent a more serious situation from occurring.
Priority Two	Incidents where urgency is not required.
Priority Three	Information only. Incidents which require no police response and are to be broadcast and canceled.
Priority Four	Used for missing person and runaway juvenile incidents routed to the report desk.
Priority Five	Telephonic Report incidents.
Priority Six	Computer generated precedence for Officer Initiated Codes (460 series).
Priority Nine	Used for incidents routed to the report desk for certain misdemeanor and gross misdemeanor offenses.

A priority zero event is often referred to as a “hot call.” Per Communications Bureau policy, only 3 pieces of information are required in order to initiate a hot call through CAD: 1) the address, 2) the 400 code (see 400 Codes below), and 3) the time lapse. Once the event has been created, the 9-1-1 Professional that took the call will continue to obtain pertinent information and update the event accordingly.

PRIORITY ZERO

EXAMPLES:

- Robbery in progress
- Hostage situation
- Officer needs help
- Subject shot or stabbed

PRIORITY ONE

EXAMPLES:

- Family disturbance
- Tenant/landlord disturbance
- Suspicious Vehicle
- Traffic accident

PRIORITY TWO

EXAMPLES:

- Burglary with suspect no longer at scene
- Stolen vehicle that occurred during the night

400 CODES

The LVMPD uses 400 codes to describe or define a particular crime or incident. Use of these codes replaces the English Language and affords the Department a degree of privacy. The following chart defines the majority of 400 Codes used by the Department.

CODE	DESCRIPTION	CODE	DESCRIPTION
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401	ACCIDENT	418	MISSING PERSON
401A	HIT AND RUN	418A	FOUND PERSON
401B	ACCIDENT WITH INJURY	418B	RUNAWAY
401C	ACCIDENT (PRIVATE PROPERTY)	419	DEAD BODY
402	FIRE	420	HOMICIDE
402A	FIRE ALARM AT A SCHOOL	421	SICK OR INJURED PERSON
403	PROWLER	421A	MENTALLY ILL PERSON
404	UNKNOWN TROUBLE	421C	SICK OR INJURED PERSON WITH A COMMUNICABLE DISEASE
404A	9-1-1 DISCONNECT	422	INJURED OFFICER
405	SUICIDE	423	SEE PERSON FOR INFO
406	BURGLARY	424	ABUSE/NEGLECT
406A	BURGLARY ALARM	425	SUSPICIOUS SITUATION
406V	AUTO BURGLARY	425A	SUSPICIOUS PERSON
407	ROBBERY	425B	SUSPICIOUS VEHICLE
407A	ROBBERY ALARM	425H	SUSPICIOUS SUBSTANCE
407B	ROBBERY INVOLVING A B-PACK	426	SEXUAL ASSAULT
408	DRUNK	427	KIDNAPPING
409	DRUNK DRIVER	428	CHILD MOLEST
410	RECKLESS DRIVER	428L	LURING
411	STOLEN MOTOR VEHICLE	429	INDECENT EXPOSURE
411A	RECOVERED STOLEN VEHICLE	430	ANIMAL COMPLAINT
411B	STOLEN DEPARTMENT BAIT CAR	431	MISSING/FOUND PROPERTY
413	PERSON WITH A GUN	432	FRAUD
413A	PERSON WITH A KNIFE	433	STOLEN PROPERTY
413B	PERSON WITH OTHER DEADLY WEAPON	434	ILLEGAL SHOOTING
414	GRAND LARCENY	434A	SHOT SPOTTER
414A	PETIT LARCENY	437	KEEP THE PEACE
414C	LARCENY FROM PERSON	438	TRAFFIC PROBLEM
415	ASSAULT/BATTERY	439	ASSIST A CITIZEN
415A	ASSAULT/BATTERY WITH A GUN	440	WANTED SUSPECT
415B	ASSAULT/BATTERY WITH OTHER DEADLY WEAPON	441	MALICIOUS DESTRUCTION OF PROPERTY
415C	ASSAULT/BATTERY NEGATIVE INJURY DRIVE BY SHOOTING	442	AIRPLANE EMERGENCY
416	FIGHT	443	ASSIST AN OFFICER
416A	JUVENILE DISTURBANCE	444	OFFICER NEEDS HELP – EMERGENCY
416B	OTHER DISTURBANCE	444A	PANIC ALARM AT METRO FACILITY
416F	FIREWORKS DISTURBANCE	445	EXPLOSIVE DEVICE
417	FAMILY DISTURBANCE	446	NARCOTICS
		447	CIVIL MATTER

DISPOSITION CODES

Disposition Codes are used to indicate how an event was closed out. In other words, they are used as a means of identifying what action was taken on a specific event. The following chart comprises the disposition codes used by the Department:

A	ARRESTED	K	REPORT TAKEN – OTHER THAN INCDT./CRIME REPORT (DO NOT USE IF AN INCDT./CRIME REPORT WAS TAKEN)
B	CITATION ISSUED	L	HANDLED BY OTHER JURISDICTION
C	INCDT./CRIME REPORT (PRIMARY)	M	WARNING AND/OR SUBJECT ADVISED
D	INCDT./CRIME REPORT (PRIMARY) ARREST MADE	N	BACKUP UNIT CLEAR
E	INCDT./CRIME REPORT (PRIMARY) CITATION ISSUED	O	FALSE ALARM
F	UNFOUNDED	P	REFUSED TO SIGN COMPLAINT
G	DISPATCH CANCELLED	Q	HANDLED BY UNIT OTHER THAN PATROL (INDICATE SPECIFIC UNIT)
H	GONE ON ARRIVAL	R	RADIO BROADCAST ONLY
I	UNABLE TO LOCATE	S	NON-CRIMINAL DETAIL COMPLETE
J	SETTLED AT SCENE	T	REPORT TAKEN UNDER PREVIOUS EVENT #

PHONETIC ALPHABET

The LVMPD uses a phonetic alphabet in order to ensure accuracy in certain situations. For example, when making a traffic stop, officers will use the phonetic alphabet to ensure that similar sounding letters are not mistaken for each other. The following is the phonetic alphabet used by the Department:

A	ADAM	J	JOHN	S	SAM
B	BAKER	K	KING	T	TOM
C	CHARLIE	L	LINCOLN	U	UNION
D	DAVID	M	MARY	V	VICTOR
E	EASY	N	NORA	W	WILLIAM
F	FRANK	O	OCEAN	X	X-RAY
G	GEORGE	P	PAUL	Y	YELLOW
H	HENRY	Q	QUEEN	Z	ZEBRA
I	IDA	R	ROBERT		

ESSENTIAL SKILLS

VERBAL SKILLS

Effective verbal skills are another ability that 9-1-1 Professionals must possess. They must be able to articulate their questions and relay information clearly and concisely. 9-1-1 Professionals must have the ability to rephrase statements and questions based on the caller's ability to understand what is being said.

MULTI-TASKING

As you read through the informational guide, you will see that the ability to do more than one thing at a time is a critical skill for 9-1-1 Professionals. Not only must they be able to talk and type at the same time, but they must also be able to read through related events while on the phone, be able to make emergency requests to other 9-1-1 Professionals taking calls, send messages to 9-1-1 Professionals that are dispatching, supervisors, and numerous other functions.

CRITICAL THINKING

Critical thinking can be defined as, "disciplined thinking that is clear, rational, open-minded, and informed by evidence." ¹ In order to make effective decisions, 9-1-1 Professionals must consider a variety of factors before taking action. The ability to critically analyze and interpret policy and procedure, for example, is a required skill for all 9-1-1 Professionals.

DECISION MAKING

In order to be released to work independently, 9-1-1 Professionals must have demonstrated the ability to make effective and appropriate decisions. In order to do so, employees must be well versed in policy and procedure, response protocols, and be able to utilize a variety of resources. It is not possible to prepare 9-1-1 Professionals for every type of situation that they will encounter on the phones. This is why the ability to make a sound decision based on all of the available information, policy and procedure is essential.

TOTAL AWARENESS

Another critical skill for 9-1-1 Professionals is total awareness. 9-1-1 Professionals must be aware of various inputs at the same time. When on a phone call, 9-1-1 Professionals must also pay attention to background noises heard on the other end of the phone. What's being heard in the background can be as important as what the PR is saying. Additionally, 9-1-1 Professionals must be aware of what is occurring within the Communications dispatch center. When critical incidents occur, we often receive numerous callers. It is imperative that employees be aware of those events while handling their own calls. They must also be able to hear what their CTOs are saying while they are processing their calls.

GEOGRAPHY

One of, if not the most, important pieces of information that a call taker must obtain is the location where an incident is occurring. Callers are frequently unfamiliar with their surroundings and unable to pinpoint their exact location. As a result, geographical skills, including map reading, understanding directionals, knowledge of major landmarks, and knowledge of major streets are essential.

AREA COMMANDS

The LVMPD has divided the geographical areas under our jurisdiction into area commands and residential areas. Below is a list and map of the LVMPD area commands. As you can see, the primary dividing line between those on the east and west side of town is Interstate 15.

WEST

- Bolden Area Command (BAC)
- Enterprise Area Command (EAC)
- Northwest Area Command (NWAC)
- Spring Valley Area Command (SVAC)
- Summerlin Area Command (SAC)

EAST

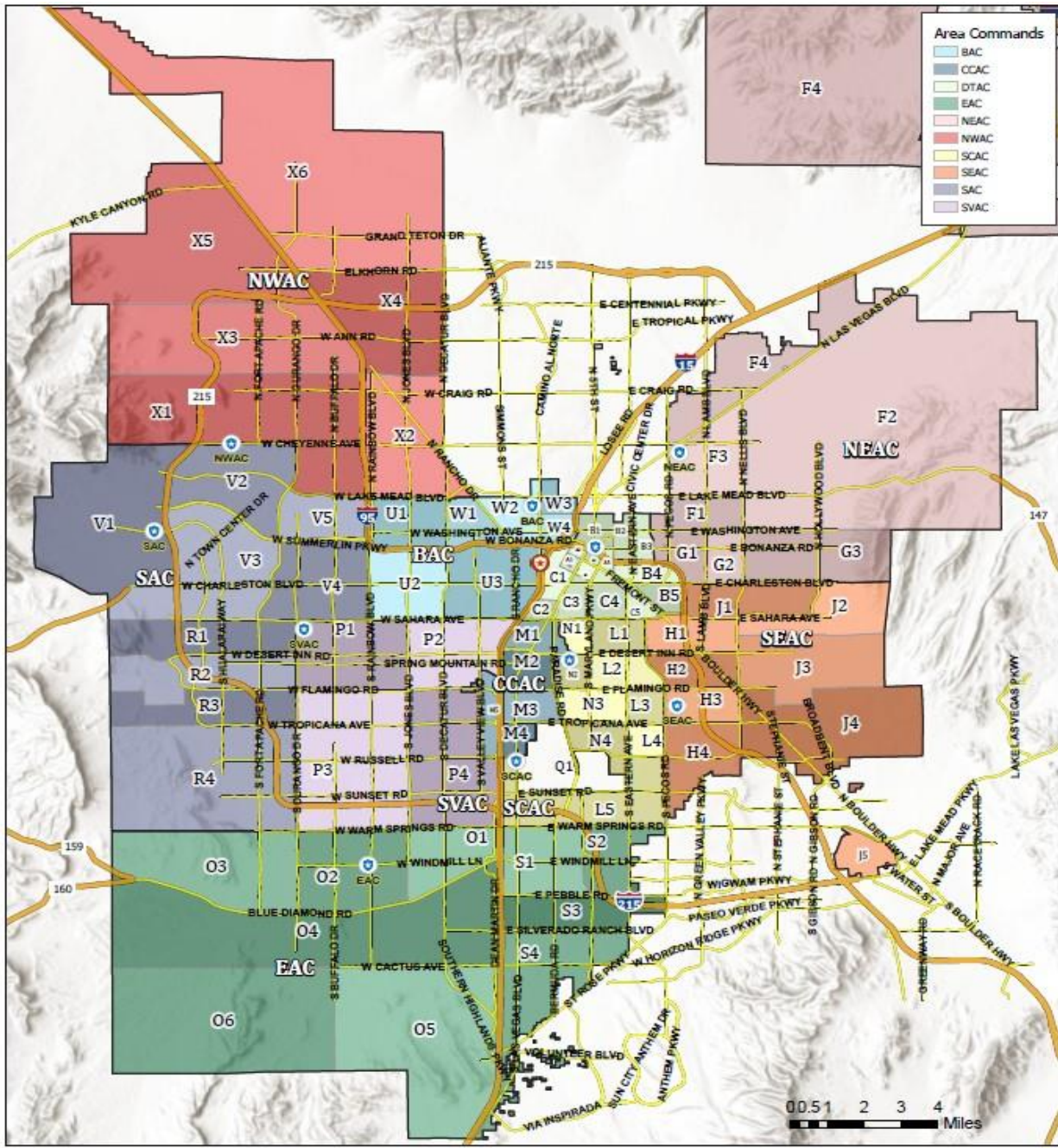
- Convention Center Area Command (CCAC)
- Downtown Area Command (DTAC)
- Northeast Area Command (NEAC)
- South Central Area Command (SCAC)
- Southeast Area Command (SEAC)

RESIDENT AREAS

The LVMPD’s jurisdiction also incorporates outlying rural areas which are commonly referred to as “Resident Areas” which are patrolled by Resident Officers. Resident officers live in these outlying areas. Resident areas include the following:

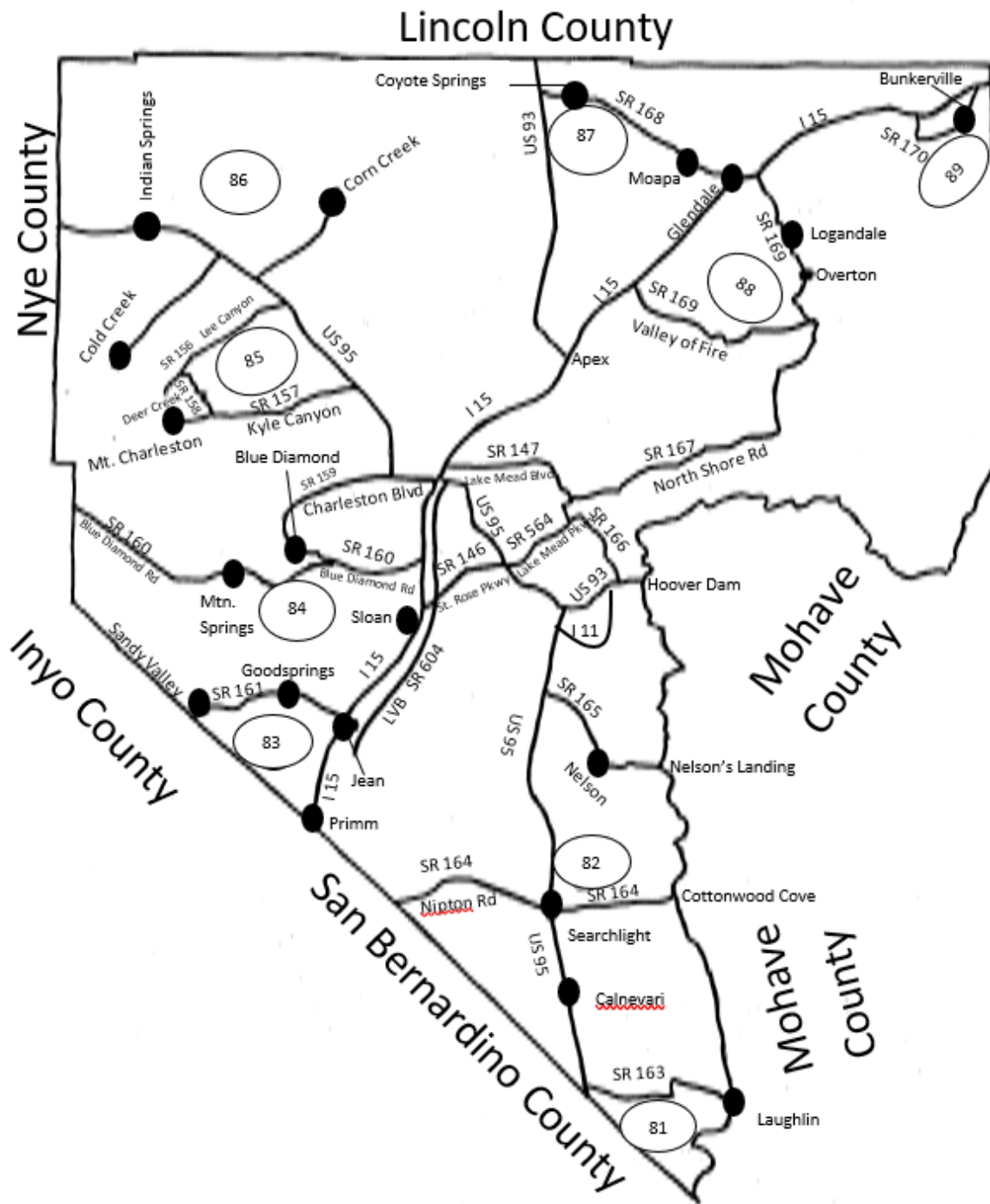
- Blue Diamond
- Bunkerville
- CalNevAri
- Cold Creek
- Corn Creek
- Goodsprings
- Indian Springs
- Jean
- Moapa/Glendale
- Mountain Springs
- Mt. Charleston
- Nelson
- Overton/Logandale
- Primm
- Sandy Valley
- Searchlight

AREA COMMAND MAP



RESIDENT AREA MAP

Rev. 9/2018 e7274d/c5954p/c8679l 12/2019 r14786s/1/2020 e7274d/8/2020 r14786s/10/2020 r14786s/10/2021/r14786s/09/2022/m14477l/11/2022 c5954c



STREET NAMES

The following are the names of some of the more commonly misspelled streets in Las Vegas. You will need to study this list carefully. It is important to understand the importance of getting the location of occurrence right and avoiding any mistakes due to misspellings.

- Aldebaran Avenue
- Algonquin
- Bataan
- Cahlan Drive
- Chabot
- Chaparral Road
- Chesapeake Circle
- Cicada Way
- Cirrus Avenue
- Count Wutzke Avenue
- Descanso Lane
- Esplanade Way
- Ferrari Avenue
- Hebard
- Houssels
- Kassabian
- La Jolla
- Lytton Avenue
- Maenpah Circle
- Neosho
- Ophir
- Prisin-Zano Circle
- Reiter Avenue
- San Pascual
- Shenandoah
- Tamalpias
- Tamarack
- Wardelle
- Yew Avenue

READINGS RELATED TO 9-1-1 PROFESSIONAL LIABILITY

Not only are 9-1-1 Professionals subjected to increased scrutiny due to the critical function they perform for the community, but they are also subject to disciplinary action and criminal charges if they mishandle emergency calls and/or sensitive information. The following are just a few articles from around the country which illustrate the liability assumed when one becomes a public safety telecommunicator.

Article 1

Dispatcher fired, another resigns after mishandling triple-homicide 911 call

Orlando Sentinel - Desiree Stennett

Deborah Watson spent the final moments of her life begging for help as she watched her two friends be shot to death and described the terrifying scene to a 911 operator.

"My friend just got shot," Watson told operator Tamela Moses about 9:40 p.m. March 17 before giving the address of the incident. "We're homeless; it's a camp. It's a barn, actually. Please hurry up."

Richard Button, 65, had already been shot in the head. In the background of the call, the sound of a gunshot was followed by the drunken voice of a suspected shooter saying, "Yep, another one dead," as Todd Lemme was killed.

One more shot — presumably the one that killed Watson — was overheard on the call just before the line went dead.

Within four minutes, 16 deputies had arrived with several paramedics. They searched in the dark and rainy woods for about two hours but never found the victims.

In that time, another dispatcher received a 911 call. The caller lived in an adjacent subdivision and told 911 operator Porscha Williams that she could hear deputies searching behind her home and again mentioned that there was an abandoned barn on the property that should be checked.

Still, the responding deputies knew nothing about the barn and had no idea they could have been met by an armed suspect who was still in the area.

That's because Moses never mentioned to the responding deputies that she could hear the gunshots or the suspect talking in the background. Both women also failed to pass along the information about the barn, according to a 53-page summary of an internal review of the incident released Wednesday.

Moses even went on to say that she called back and spoke to Watson after the first call ended, something deputies say was impossible because the sound of the bullet that killed Watson was heard on the first call, which was not publicly released.

Moses was fired after her actions were found to be "unsatisfactory" and it was determined that she lied about placing a follow-up call. Williams resigned during the investigation.

Family members of the victims called the Sheriff's Office negligent in the handling of the case.

"Three people are dead, and someone has to take responsibility for that," said Button's niece, Tammy Button-Quiles. "This could have been prevented if even one officer had proper information. ... Since they didn't, three people are dead."

Though investigators say nothing could have saved the victims from their severe injuries, Williams and Moses were blamed for the extra 12 hours it took to find the bodies and the extra 17 days it took to arrest Leonard Lewis on first degree-murder charges.

Deputies spoke with Lewis, Watson's abusive ex-boyfriend, the night of the shooting, but with no victims and no evidence of a crime, he was released after he claimed he knew nothing about the investigation.

Melinda Clift, Lemme's niece, still thinks deputies might have been able to do something to at least prevent Watson's shooting had they arrived earlier.

"You just never know," Clift said. "That's the hardest part. It's not fair. You can't bring back a family member."

Moses had several excuses for how she handled the 911 call.

First, she claimed she thought Watson said she was in a bar and not a barn. Then she said a medical condition may have impaired her judgment. Then, finally, she said she was "tired" and not "coherent enough to take that call."

She also said she never heard the shots that killed Lemme and Watson because of "distortions" on the line. Williams, who handed in her resignation 10 days after the shooting, did not offer up any excuses.

Watson's son, Dan Watson, said he has listened to his mother's 911 call countless times and still can't understand how Moses could have left out so much information. Though he hopes the blunder won't hurt the court case, he is mentally preparing for the worst outcome.

"They would have had him red-handed right there," Dan Watson said. "Everything hinged on those 911 calls, and none of that info was passed on. This guy could walk free." ²

Article 2

911 dispatcher charged for sharing police info

TheDPost.com

KINGWOOD — A Preston 911 dispatcher has been charged with sharing information about police drug investigations with her boyfriend.

Nicole Annmarie Overfield, 25, of Tunnelton, is charged with obstructing an officer, a misdemeanor.

According to the criminal complaint filed by a Preston County Sheriff's deputy, police first heard in January that Overfield might be sharing information with her boyfriend, Avery Owens.

They received a similar tip in February, according to the complaint. Overfield also called officers and asked them what the "special detail" was they were engaging in when they went to serve a search warrant related to suspected drug activity last weekend.

Deputies obtained a search warrant for Overfield's phone records and found she called Owens soon afterward. According to the criminal complaint, she admitted to calling Owens and telling him that officers were coming on duty outside their normal shifts and had done record checks on Owens' vehicles.

Officers are familiar with Owens "as the sheriff's Narcotics Unit had previously received information regarding Mr. Owens' participation in the illicit drug trade."

Overfield was arraigned Thursday, Oct. 22, and is free of \$1,000 bond. ³

Article 3

'Ain't nobody got time for this' 911 operator arrested for hanging up

CNN – Madison Park

After hanging up mid-sentence on a caller, a Houston 911 call center operator was heard on a recording saying, "Ain't nobody got time for this. For real," according to charging documents.

That call center operator identified as Crenshanda Williams was arrested and charged after allegedly hanging up on what could be thousands of emergency callers, according to the documents.

The 43-year-old had been placed under police investigation after her supervisors noticed that she had an abnormally large number of calls that lasted less than 20 seconds.

A review of the Houston Emergency Center database found that "thousands of short calls have been attributed to the defendant" from October 2015 to March 2016.

When interviewed by Houston Police in June, Williams allegedly told officers she often hung up on calls because she did not want to talk to anyone at that time. She was charged with interference with an emergency telephone call, which is a misdemeanor.

Williams does not have an attorney listed in the court documents and did not respond to CNN's request for comment.

She's scheduled for a court appearance next week, according to CNN affiliate KPRC. ³

After robbery call, shop owner killed

Houston Police specified two incidents, alleging that in both cases Williams intentionally hung up on the emergency callers.

On March 12, a man identified as Hua Li dialed 911 at 8:10 p.m. to report an armed robbery.

Li had walked into a store that evening to buy lottery tickets. He heard someone yelling that there was a robbery and saw a man with a gun. Li counted five to six gunshots, then got into his car and drove away, as he tried to call for help.

Williams immediately hung up on Li's first call, according to the charging documents.

A minute later, Li called again, and Williams answered: "Houston 911, do you need medical, police or fire?"

"This is a robbery," Li responded.

Williams sighed before hanging up on him again, according to the charging documents.

He later told an investigator that he was "frustrated" but kept calling 911. On his third try, Li connected to another operator and was able to report the crime.

When officers arrived on scene, the store manager had been shot and killed, [according to CNN affiliate KPRC](#). The victim was a father of four and had been expecting his first grandchild, according to [CNN affiliate KTRK](#).

Li told KPRC that without 911, "Nobody, nobody is going to help you. You're on your own."

Trucks racing on highway

The second incident specified by Houston Police occurred on March 13 as a driver attempted to report trucks racing on the highway.

The driver, Jim Moten Jr. dialed 911 and Williams picked up his call.

Moten identified himself and began telling her, "I'm driving 45 South right now and right now, I am at ..."

While Moten was mid-sentence, the call disconnected. That was when Williams was heard complaining on the recording that she didn't have time.

Moten called 911 again and got through with a different dispatcher. ⁴

Article 4

City-County 911 dispatcher charged with official misconduct

City officials say she shared confidential information outside the department

ROCHESTER, N.Y. (WROC-TV) - An employee of the City-County Emergency Communications Department (ECD) has been arrested on charges that she shared confidential information with someone outside of the Department.

Telecommunicator Danielle Waters was charged Tuesday with misdemeanor Official Misconduct.

“All employees of the City of Rochester are guardians of the public trust and are expected to maintain that trust at all times,” said Mayor Warren. “When we have reason to believe an employee is abusing that trust, we will act swiftly to hold them accountable.”

City officials say Waters has been suspended without pay pending the outcome of the criminal investigation. The ECD has also launched an internal administrative investigation to determine if any Departmental policies governing employee conduct were violated.

Waters was hired in November of 2011 after successfully passing a complete criminal background check by the ECD.⁵

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