

LAS VEGAS METROPOLITAN POLICE DEPARTMENT

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LAW ENFORCEMENT SUPPORT TECHNICIAN (LEST)

Informational Guide

LAW ENFORCEMENT SUPPORT TECHNICIAN
INFORMATIONAL GUIDE

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INTRODUCTION

This guide is designed to assist you in preparing for the position of Law Enforcement Support Technician (LEST). It contains 1) information about the LEST position; 2) an overview of the most common areas of assignment (DSD Records Bureau, Records and Fingerprint Bureau and Tourist Safety and Community Policing divisions); 3) career opportunities within the LEST series; 4) answers to frequently asked questions; and 5) how to study for the testing process.

This information will provide you with a good understanding of the position and the work environment of each of the most common areas of assignment. Reading through this guide and gaining an understanding of the LEST position will assist you in the testing process.

INFORMATION ABOUT THE LEST POSITION

The LEST position is the largest entry-level classification of the Las Vegas Metropolitan Police Department (LVMPD). There are approximately 400 LESTs employed with the LVMPD, the majority of which are assigned to DSD Records Bureau and the Records and Fingerprint Bureau. The remaining positions are assigned to Tourist Safety, West Community Policing, and East Community Policing divisions, and other sections throughout the LVMPD.

LESTs employed with the LVMPD are assigned to work 80 hours, bi-weekly, during day, swing, relief, or graveyard shifts. Shifts are 8, 9, 10 or 12 hours, depending on the area of assignment. They are paid on a bi-weekly basis.

OVERVIEW OF THE COMMON ENTRY-LEVEL AREAS

The DSD Records Bureau operates 24 hours per day, 7 days per week. They provide services to many areas of the LVMPD, other law enforcement agencies, and the general public. The sections within the Records and Fingerprint Bureau vary in days and hours of operation based on the area of service. The Tourist Safety, West Community Policing, and East Community Policing divisions include all of the area commands in the Las Vegas Valley and Laughlin. Based on the operational need for their particular area, they currently operate Monday through Friday.

CLARK COUNTY DETENTION CENTER

The Clark County Detention Center (CCDC) is located at 330 South Casino Center Drive, in the downtown area. It is a jail which houses persons who are: arrested for committing crimes and waiting for court hearings; found guilty or pled guilty to misdemeanor or gross misdemeanor charges, and sentenced to jail for up to one year; and found guilty or plead guilty to felony charges, sentenced to the state prison, and waiting for transport. They may be male or female, adult, or juvenile.

The staff of the Detention Services Division (DSD) shall ensure security precautions are adhered to, keep and maintain order, safety, and security of the facility and its occupants. All personnel, including staff, are subject to a search of their belongings at any time within secure areas to ensure compliance and to prevent the introduction of unauthorized items and/or weapons.

All individuals entering secured or restricted areas of the DSD facilities, including LVMPD personnel, may not bring cell phones into those areas.

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The CCDC is headed by the Sheriff and run by the Deputy Chief of DSD. DSD oversees the booking, processing, transporting, and releasing of inmates. It also provides inmates with security, housing, meals, health care, clothing, social and legal visits, and a variety of programs. DSD maintains records on all phases of inmate movement within CCDC from booking to release. It is also responsible for taking inmates to and from courts, hospitals, medical appointments, other detention facilities and agencies; and serving warrants and other legal papers.

DSD RECORDS BUREAU

The DSD Records Bureau within CCDC maintains, controls, retrieves, and disseminates information in the inmate records system. This system includes booking, court calendaring, clearing warrants, and releasing inmates. This bureau is responsible to enter and maintain the outlying justice courts and Eighth Judicial District Court warrants in the State's warrant system. It also provides information to the public and other law enforcement and criminal justice agencies, according to privacy and security guidelines set up by the LVMPD and the State of Nevada.

When working the posts within the DSD Records Bureau, one should be aware of the following: First, there is a great deal of contact with people from diverse backgrounds, including personnel from other law enforcement agencies, LVMPD corrections and police officers, inmates, and members of the public. This contact may occur face-to-face or over the phone. Members of the public may be in a highly emotional state and therefore, may be demanding and appear difficult at times. The LESTs assigned within CCDC have contact with inmates during both booking and releasing. Additionally, LESTs may also have contact with inmates while walking throughout the secured walkways of CCDC, where corrections officers escort inmates to housing or court. The inmates may be rude, offensive, and lacking personal hygiene. This is an aspect of the job the LEST must be willing to deal with it effectively and courteously.

Second, LESTs perform a great deal of computer work. LESTs enter and retrieve inmate data, as well as enter and clear warrant data. A high degree of accuracy is crucial to these duties in the proper processing of inmates from booking through release. These tasks provide DSD, the LVMPD, and the criminal justice community with a wealth of information that is crucial to the incarceration of an arrestee.

Of prime importance to all duties performed by the LESTs assigned to the DSD Records Bureau is the willingness to: 1) work in a confined place (the CCDC); 2) have a great deal of contact with the public and inmates; and 3) strive for 100% accuracy and timeliness in computer entries.

DSD RECORDS BUREAU - PLATOONS

LESTs are assigned to work 12-hour shifts with alternating 3-day and 4-day weekends, and an 8-hour day, for a total of 80 hours bi-weekly, which are assigned by the shift supervisor. The LESTs assigned to the DSD Records Bureau Platoon assist with the functions described above and will work any of the posts listed below:

1. Administrative Desk
2. Screening/Booking
3. Document Distribution
4. Information Center (Switchboard)
5. Lead Release
6. Releasing

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In addition to the duties described above, when assigned to these posts, LESTs will also screen and/or enter data regarding Temporary Custody Records (TCRs), Class II Citations and Walk-Throughs; verify jurisdiction, charges and warrant status of incoming arrests; enter appearance orders and/or sentencing information in the inmate management computer system; distribute paperwork to various areas; receive and prepare requests for prosecution packets for scanning to the District Attorney's office; distribute court paperwork to appropriate jurisdictions to set court appearances; prepare necessary paperwork and data entry for the release of inmates and transfers to other facilities; and respond to law enforcement inquiries reference inmate status and warrant confirmation.

These posts rotate daily. However, when training on a specific post, the LEST will be assigned to the post for multiple days or weeks, until training is complete. Each LEST is required to know the procedures used at each post.

DSD RECORDS BUREAU - SPECIALIZED ASSIGNMENT UNITS

Specialized assignment units work varied shifts. In addition to providing support to the platoons, the LESTs perform other duties related to inmate incarceration and recordkeeping, which consist of:

1. Records Support (Warrants, DOE/Double IDs, Sealing, Scanning and Correspondence)
2. Court Services/Court Calendars
3. Training/Quality Assurance/House Arrest Eligibility
4. Custody Support Section

In addition to the duties described above, LESTs will also perform the below when assigned to the:

RECORDS SUPPORT UNIT

Maintain and confirm active Outlying Justice Court, District Court and Civil warrants; distribute warrants and related documents to the courts and other agencies; complete National Crime Information Center (NCIC) and Nevada Criminal Justice Information System (NCJIS) validation reports; prepare bail bond notifications, subpoenas, seal orders, DOE notification and file checks; research and resolve discrepancies in warrants and/or recalls, reports; interpret court and legal documents, court policies and terminology; access various law enforcement computer systems and disseminate criminal history dispositions to law enforcement personnel; review and sort out-of-custody inmate files and determine which documents must be retained; scan, maintain, transfer and index records into optical storage; verify the quality of imaged documents; retrieve stored images for records corrections, court subpoenas and certified copies; conduct count of records scanned; maintain computer equipment and scanners.

COURT SERVICES/COURT CALENDARS UNIT

Verify, interpret and process court documents; perform entries into the inmate management system; access and interpret inmate information in all related computer systems; process Nevada Department of Corrections and Lakes Crossing/Stein moves, Form VI detainees; receive, log, verify, mail and distribute inmate Judgments of Convictions received from the court; verify daily reports and process for release or rebooking; complete TCR or detainer for inmates remanded to CCDCC custody from the courts; receive and review court calendar documents; review, update and prepare notices for inmates to appear in court; and verify remand list from North Las Vegas and Henderson jails to determine inmate custody status.

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TRAINING/QUALITY ASSURANCE/HAEC UNIT

TRAINING/QUALITY ASSURANCE

Create and maintain daily platoon statistics; report monthly platoon stats to Director of DSD Records; maintain and report weekly training stats; research DNA log and provide probable cause documents to Criminalistics Bureau; schedule newly assigned employees for mandatory safety training course; in-process newly assigned DSD Records employees; compile data for various reports, i.e., Parole, Probation and Still-in-Custody, and distributes to various DSD staff and other partners in the criminal justice community; track and log training hours; resolve administrative issues as they arise to ensure work unit deadlines are met; and complete special projects as assigned.

HOUSE ARREST ELIGIBILITY COORDINATOR (HAEC)

Interact with police and correction officers, criminal justice agencies, inmates, and the public in reference to the eligibility of Electronic Monitoring/House Arrest Program (EMP/HA); verify, interpret and process court documents; perform entries in the inmate management system updating the status of the house arrest process; access and interpret inmate information in all related computer systems; interview house arrest participants for completion of program application; interview resident(s) of house providing rules/guidelines of program; query daily reports and process eligible sentenced inmates for house arrest; complete Supervised Release forms for each EMP/HA participant for entry into NCIC; and scan house arrest inmate files and financial documents into the Central Record repository system, OnBase. This is a small unit where communication amongst all employees is key to successfully completing duties.

CUSTODY SUPPORT SECTION

PROGRAMS

Answer phones, create spreadsheets to monitor and track programs, classes, inmate attendance and participation; work with Classification to move inmate housing based on program enrollment at NVC 2J dedicated module; copy, assemble and distribute inmate self-study packets, answer inmate requests relating to classes, programs and/or jail time credits; create sign-in lists; be a point of contact for community resource partners, as well as greet and sign-in community partners at monthly events; maintain and update visitor backgrounds; complete monthly billing of paid instructors and submit to the DSD Business Office for payment; calculate and enter program credits in the inmate management system; log, track, and reports status using inmate management system, DSD Reports, Excel, and Word; have an ability to run systems queries for wants, warrants and criminal history using ELITE, Shared Computer Operation for Protection & Enforcement (SCOPE), NCJIS and NCIC; have limited inmate contact for questionnaire and/or information purposes; attend and participate in meetings for Programs/Re-Entry; and assist Programs/Re-Entry Officers as needed. This is a position where attendance is key.

TREATMENT BED/DIVERSION

Run reports daily to locate inmates court ordered to treatment/sober living facility and Rawson Neal Diversion program; run system queries for wants, warrants, and criminal history using ELITE, SCOPE, NCJIS and NCIC; complete and submit monthly treatment facility stats to analyst; request medication orders to Well Path and ensure medications have arrived prior to release; request and submit specific medical testing, COVID-19, tuberculosis, and/or sexually transmitted diseases to meet release facility

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requirements; coordinate and schedule transportation of inmates; work closely with the courts regarding court orders and conditions; work closely with Nevada Parole & Probation and DSD Field Services for transportation and scheduling; complete monthly stats for Rawson Neal Diversion and recidivism information for the Competency Court Judge; monitor, update, and track treatment bed releases; prioritize court ordered treatment by date and distribute a daily list of releases by where and when to all community involved resources to understand who is eligible, coordinate releases to VA hospital for court ordered inmates; and fill in as needed for the Fugitive Officer to complete paperwork and order medications for release to wanting state.

RECORDS AND FINGERPRINT BUREAU

The Records and Fingerprint Bureau (RFB) performs a variety of functions relating to the entry, processing, maintenance and dissemination of criminal records and criminal justice information systems. It is staffed with over 200 team members to include Part-Time Support Assistants, Supply Technician, LESTs, Senior LESTs, LEST Supervisors, Criminal Justice Information System (CJIS) Supervisor, Records Managers, CJIS Manager, Administrative Assistant, and Director.

RECORDS AND FINGERPRINT BUREAU

LESTs assigned to the RFB can be required to work dayshift, swing shift, graveyard and holidays, and may be assigned to a 9 or 10-hour shift depending on the specific area of assignment within the bureau.

Training is both intense and comprehensive, which includes training, observation and reinforcement phases. During periods of training, LESTs are assigned to a post for several weeks until training and observation is completed. Upon successful release from the post, LESTs will continue to work that post for any length of time referred to as "reinforcement."

All assignments in the RFB are fast paced, challenging, and exciting. The LESTs work hard while maintaining a high degree of efficiency and accuracy. Positions assigned to the Customer Service Section require heavy public contact with people of diverse communities. These positions serve the public daily and require strong customer service and communication skills, courtesy, the ability to multi-task and be flexible in an ever-changing environment.

Below describes the different sections and units within the RFB where entry-level LESTs can be assigned.

CRIMINAL JUSTICE INFORMATION SYSTEMS SECTION

CJIS COMPLIANCE UNIT

Maintain an accurate and up-to-date database on all LVMPD personnel regarding classifications, transfers, new hires, terminations, and modifications to assignment and supervision; prepare class materials, to include issuance of guides/workbooks, tests, handouts, and signature sheets; grade and record test scores upon completion of NCIC proficiency classes; send monthly notifications to department employees who are due for recertification; track those who have completed the course/test; and scan all class materials, special forms and signatures.

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SCOPE UNIT

Enter data relating to adult and juvenile bookings, releases, and citations into the SCOPE criminal history system; enter temporary registration information of convicted persons until permanent registration forms are completed; enter information related to final arrest dispositions to include justice and district court dispositions, city and county denials, summons-in-lieu of arrest, erroneous and duplicate bookings and double ID numbers.

VALIDATION UNIT

Responsible to ensure the validity of entries made into NCIC by checking the various criminal justice information systems; "pack" or add additional information to an entry such as aliases, scars/marks/tattoos, or additional dates of birth; liaison with CCDCC, various courts and the District Attorney's office to check status of warrants; send letters to victims to check status of property; correspond with the individual details responsible for entry to resolve questions; and conduct research when necessary to validate questionable items within an entry.

CUSTOMER SERVICE SECTION (CSS)

Perform direct customer service duties of which include, but are not limited to, the following: compile, type, modify, enter, review and interpret criminal history for the approval or denial of a work card; process concealed firearm applications, conduct criminal history searches and determine registration for sex offenders and convicted persons per NRS; process requests for background checks and dissemination of documents; take incident crime reports and traffic accident reports; process miscellaneous fingerprint services and persons appearing for summons processing; scan documents and perform back office functions relating to the processing of work card applications and submittal of convicted person and sex offender documents to the State of Nevada; and working the Information Booth to pre-screen citizens as they come in for various services. This section has heavy public contact and can require standing for long periods of time.

DOCUMENT SEALING REPORT MANAGEMENT (DSRM) SECTION

DOCUMENT AND RECORDS MANAGEMENT (DRM) UNIT

Perform the following functions to include, but not limited to: preparing criminal packets for court; processing criminal citations; retrieval of documents from microfilm/microfiche; processing fax requests from outside law enforcement agencies, including military and governmental for criminal history information or incident crime reports; processing electronic requests from private citizens, other law enforcement agencies, attorneys, inmates and businesses in addition to entry of courtesy reports from private citizens or law enforcement agencies; batching, scanning, and indexing all paperwork for electronic access within LVMPD computer systems; handle both criminal and civil subpoenas by processing criminal subpoenas issued to the Custodian of Records and the distribution of subpoenas to LVMPD personnel; review and approve all incoming e-CCW applications; process and distribute incoming U.S. mail and internal mail; verify event and ID numbers entered in OnBase; and work the Traffic, Insurance, Name Checks (TINC) window for outside law enforcement, military, attorneys, and insurance companies.

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SEALING UNIT

Receives Orders to Seal from the various courts and ensures eligible records are sealed from a variety of criminal justice information systems; research and query for arrest and criminal history records; and updates arrest dispositions and scans, monitors, retrieves, redacts, deletes, and prints related information to an event being sealed.

NATIONAL CRIME INFORMATION CENTER SECTION

This unit operates 24 hours a day, 7 days a week. When assigned to NCIC, LESTs are responsible for taking telephonic missing person and runaway juvenile reports; handling high-volume telephone calls from citizens and other LVMPD personnel; sending and receiving of teletype messages from internal and external law enforcement agencies to include the entry, update, and clear information in the NCIC system; enter stolen, recovered and impounded vehicle information into the Wanted Vehicle System (WVS); and process vehicle information from tow companies.

TOURIST SAFETY AND COMMUNITY POLICING DIVISION

There are 10 area commands in the Las Vegas Valley: Bolden, Convention Center, Downtown, Enterprise, Northeast, Northwest, South Central, Southeast, Spring Valley and Summerlin. There is also a substation in Laughlin.

TOURIST SAFETY AND COMMUNITY POLICING DIVISION

The LESTs assigned to the Tourist Safety Division (TSD) and Community Policing Division (CPD) work 9-hour shifts, Monday through Friday and are closed holidays. Those assigned to an area command work with a high degree of efficiency and accuracy. In addition, area commands require public contact with people of diverse backgrounds. These positions serve the public daily and requires strong customer service and communication skills, courtesy, the ability to multi-task and be flexible in an ever-changing environment. In addition to servicing the public, those assigned to an area command assist commissioned personnel. The area command front offices are comprised of LESTs, one Senior LEST and one LEST Supervisor. Part-time employees and volunteers may also work in the area commands.

Below is a list of sample duties performed by TSD and CPD LESTs daily, though is not intended to provide ALL duties required of this position.

CITIZEN REPORTS

Determine the type of crime and enter the appropriate report from citizens into the PremiereOne (P1) system.

CUSTOMER SERVICE

Take information/complaints in person or over the phone, and handle or route as needed; process background checks, disseminate traffic accident and citizen reports, TSD requests; and collect fees for services provided.

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CLERICAL DUTIES

Retrieve, log and distribute subpoenas received from databases, faxes and interoffice mail; complete and route service requests; perform clerical duties, including typing correspondence, forms, and reports; maintain both manual and computerized filing systems; maintain and update logs; order and maintain supplies; transcribe from recorded dictation; compile reports and stats; retrieve data and text from computer systems; receive, log, sort, and distribute mail, reports and citations; and provide support to supervisor and unit.

DATA ENTRY

Enter information for the Quarterly Performance Reports (QPR); and enter citation information into SCOPE.

SCANNING

Batch, scan, index and quality control all paperwork turned in for OnBase entry; and prepare criminal packets for court and process criminal citations.

SYSTEMS TRAINING

Train in the various computer programs used by the LVMPD to include, but not limited to: OnBase, SCOPE II, P1 RMS, CAD, J-LINK, Mugshots, Odyssey, NCIC, NLETS, and III.

TOURIST SAFETY AND COMMUNITY POLICING DIVISION (LAUGHLIN SUBSTATION)

In addition to performing the functions of LESTs at the area commands, LESTs assigned to the Laughlin Substation will also perform functions related to the Records and Fingerprint Bureau's CSS. Duties include, but are not limited to the following: provide clerical/technical support for the Laughlin Substation and Laughlin Work Card Section; typing correspondence, transcribing arrest and officer reports; maintain both manual and computerized filing systems; handle telephone calls from citizens and other LVMPD personnel; provide and/or obtain information by telephone and in person, take incident/crime reports from citizens; enter reports into P1 RMS; fingerprint applicants; take photos; register convicted felons; handle money and balance money drawer; conduct searches of various criminal justice computer systems for detection or confirmation; scan records into OnBase; maintain a variety of logs and lists; and process concealed weapon permits.

CAREER OPPORTUNITIES WITHIN THE LEST SERIES

The LVMPD offers many promotional and transfer opportunities for the LESTs classification. After meeting the necessary training and experience requirements a LEST can test for promotion to Senior LEST and then LEST Supervisor, as well as other positions within the LVMPD. Upon completion of probation (and fulfilling the two-year requirement for those assigned to either DSD Records or Records and Fingerprint) LESTs are also eligible to transfer to other areas of the Department.

ANSWERS TO FREQUENTLY ASKED QUESTIONS

If I am offered a position, will I be able to choose my shift?

No. Specific shift assignment is a management decision. Individuals are required to work any shift, which is a condition of employment without exception. New hires may be assigned to work in the DSD Records Bureau, the Records and Fingerprint Bureau, or the Tourist Safety Division and Community Policing Division. Shift hours and days off will be contingent on bureau of assignment and where the vacancies for this classification exist.

If I am offered a position on a shift that is inconvenient and accept the position, when will I be able to change shifts?

New hires must complete a probationary period in their initial area of assignment. Based on operational needs, shifts may be changed so you may not end up on the shift to which you were initially hired.

Additionally, within the Records and Fingerprint Bureau and DSD Records Bureau, you may be subject to "shift bids." A shift bid is when, based upon seniority, a section or bureau does an internal shift bid and a new shift may be assigned.

How long is the probationary period?

The probationary period is 12 months and may be extended, if necessary, to complete the structured training program.

If I am offered a position, will I be able to choose my regular days off (RDOs)?

No. Individuals are required to work any days of assignment, which is a condition of employment without exception. Regular days off are based on seniority; therefore, the more seniority attained in classification, the more likely it is to get desired days off. New hires are generally assigned to where the vacancy lies, which often includes working weekends and holidays.

If I am offered a position, will I be able to choose my area of assignment?

No. Individuals will usually be assigned to 1 of 3 areas: DSD Records, Records and Fingerprint, Tourist Safety Division, or Community Policing Division. Assignments will be based solely on department need. This is a condition of employment without exception.

What will happen if I am offered a position and I decline the job offer because I am unable to work the shift, assigned RDOs, and/or area of assignment?

If offered a position and you decline, your name will be taken off the eligibility list. Once your name is removed from the list, you will have to reapply and complete the testing process again if you decide you want to become a LEST. We encourage you to consider whether this position is for you prior to applying.

Do not let the initial shift or RDOs deter you from a rewarding career with the LVMPD. Most of us started on a less-than-desirable shift, worked holidays, etc. As such, we encourage you to strongly consider the long-term benefits, knowing that as your seniority increases, you will have more choice in shifts and/or RDOs.

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As a newly hired LEST, when will I be eligible to take vacation time?

New employees are eligible to take vacation after six months of employment. Full-time employees begin earning vacation hours on date of hire. In the first year, LESTs earn a minimum of three weeks of vacation.

PREPARATION GUIDE

IMPORTANT: Some Written Exam and Oral Board questions will be based on information provided on the remaining pages of this Preparation Guide.

DEPARTMENT VISION, VALUES, MISSION AND GOALS

VISION

The vision of the LVMPD is to be the safest community in America.

VALUES

The values of the LVMPD are:

Integrity
Courage
Accountability
Respect
Excellence

The acronym “**I CARE**” is the guiding principle for each and every employee.

The values are supported by behaviors and demonstrated by the actions of employees, as they live these values. All employees are expected to represent the values of the Department while in the workplace and off-duty.

MISSION

The mission of the LVMPD is to provide exceptional police services in partnership with the community.

DEPARTMENT GOALS

The goals of the LVMPD, represented by the acronym “SAFE,” 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.

DISSEMINATION OF CRIMINAL HISTORY INFORMATION (CHI)

It is the policy of the LVMPD to comply with all state and federal requirements when disseminating criminal history information.

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NRS 179A.900

Any person who willfully requests, obtains or seeks to obtain records of criminal history under false pretenses; willfully communicates or seeks to communicate records of criminal history to any agency or person except pursuant to this procedure; or willfully falsifies any record of criminal history or any record relating to any record of criminal history, is guilty of a misdemeanor.

All requests for criminal history information (CHI) from criminal justice and non-criminal justice agencies (except those made from within the LVMPD) shall be referred to the Records and Fingerprint Bureau except as noted below. This also includes inquiries wherein no record exists, as disclosure of the "No Record" status is actually dissemination of CHI.

A centralized area for CHI dissemination is mandated to ensure that the complexities of law, inter-local agreements and contracts that regulate such dissemination are followed. That centralized area is designated to be the Records and Fingerprint Bureau. It is the responsibility of the centralized area to maintain a log of dissemination as required by NRS 179A.

LIMITATIONS ON DISSEMINATION

Members of the LVMPD are authorized to disseminate, under the guidelines of this procedure, criminal history information which originated within the LVMPD only (SCOPE). Dissemination of CHI is obtained through NCJIS, NCIC and NLETS is prohibited.

CHI is NOT to be requested, used, or released:

1. Outside of official duties.
2. For personal use, interest, or gain.
3. Where such dissemination would violate either local, state, or federal statutes or inter-local agreements or inter-state contracts.

CHI may be made available:

1. To criminal justice agencies for criminal justice purposes.
2. To federal agencies authorized to receive it pursuant to federal statute or executive order.
3. To the media.

LOG OF DISSEMINATION OF INFORMATION OR RECORDS

This agency will only disseminate information relating to sexual offenses or other records of criminal history which originate within this agency (SCOPE). Any unit which maintains and disseminates this information must maintain a log of each dissemination of that information (other than a dissemination of the fact that the agency has no record relating to that person). The log must be maintained for at least one year after the information has been disseminated and must contain:

1. The name of the agency or person the CHI was provided to;
2. The date the information was provided;
3. The person who is the subject of the information; and
4. A brief description of information provided.

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ELECTRONIC COMMUNICATIONS GUIDELINES

It is the policy of the LVMPD that electronic mail, internet, and telecommunications access are resources made available for LVMPD employees to communicate with each other, other governmental entities, companies and individuals for the benefit of the Department. The systems are not to be used for employee personal gain. They are also not to be used to support or advocate any non-departmental business or purpose. In addition, all computers, databases, and confidential information must be protected from unauthorized and/or inappropriate use.

GUIDELINES FOR USE

1. Only work-related activities are authorized.
2. Circumventing passwords, user authentication or other security measures is prohibited.
3. Downloading or distributing copyrighted materials or software is prohibited.
4. Unlawful activities or solicitations are prohibited.
5. Transmitting threatening, obscene or harassing messages is prohibited.

COMPUTER AND PASSWORD SECURITY

A password is a unique user access code required to enter the computer system. A password will not be shared or otherwise compromised without the express permission of a lieutenant or higher. If it becomes necessary to divulge a password to another member, the password should be changed as soon as the need for the "shared" password is no longer required. The Information Technologies Bureau will automatically request all users to change their password every 90 days.

When leaving a work area unattended, members should log out of the computer or lock their workstation to ensure security of their computer and Microsoft Outlook account. (Note: To lock a workstation, press "ctrl-alt-delete," then select "lock workstation." To unlock the workstation, select "ctrl-alt-delete" then enter your password when prompted.) Members may allow other members to "proxy" into their Microsoft Outlook account when needed to allow for the conduct of daily business but become responsible for any activities conducted on their account, even by the proxy. (Exception: Information technologies personnel may proxy into workstations, with verbal permission of the user, to conduct official business, as necessary.)

The LVMPD reserves the right to monitor and will conduct an annual audit of all aspects of electronic telecommunications, including e-mail and Internet communications. No electronic communications systems within the LVMPD are considered private and/or confidential. System administrators have access to all mail and user access requests and may monitor messages as necessary to assure efficient performance and appropriate use.

CHAIN OF COMMAND

When working in a large organization, especially in a police environment, it is important to recognize and follow established chains of command. The chains of command are listed below:

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RECORDS AND FINGERPRINT AND DSD RECORDS

LEST → Senior LEST → LEST Supervisor → Records Manager → Director → Division Director

TOURIST SAFETY, WEST AND EAST COMMUNITY POLICING DIVISIONS

LEST → Senior LEST → LEST Supervisor → Admin Lieutenant → Captain → Deputy Chief

EAST COMMUNITY POLICING DIVISION (LAUGHLIN SUBSTATION)

LEST → Senior LEST → LEST Supervisor → Lieutenant → Captain → Deputy Chief

INTRODUCTION TO LAW ENFORCEMENT COMPUTER SYSTEMS

AUTOMATED FINGERPRINT IDENTIFICATION SYSTEM (AFIS)

AFIS is a computer system that converts ten-print fingerprint images and latent prints (those barely visible to the naked eye) into a computer readable digital format for searching and storing. Due to its high speed, AFIS can conduct searches/matches which would otherwise be impractical, if not impossible. One of its main functions is to search newly acquired ten-print images captured electronically against the existing database of fingerprints to see if the prints match another record in the system. Another of its main functions is to conduct searches of crime scene latent prints against the database to try to identify criminal suspects.

PREMIERONE (P1)

P1 is a computerized system that manages the recording, indexing, and tracking of detailed information related to reported incidents. LESTs assigned to the Records and Fingerprint Bureau enter incident crime reports into this database. Any handwritten reports taken by officers in the field are scanned into OnBase, and depending upon the type of report, are then entered into P1 by either a LEST assigned to Tourist Safety and Community Policing Divisions or the Records and Fingerprint Bureau.

NATIONAL CRIME INFORMATION CENTER (NCIC)

NCIC is a nationwide computerized information system set up as a service to all criminal justice agencies – local, state, and federal. The goal of NCIC is to help the criminal justice community perform its duties by providing and maintaining a computerized filing system of accurate and timely documented criminal justice information. It can best be described as a computerized index of documented criminal justice information concerning crimes and criminals of nationwide interest and a locator type file for missing and unidentified persons. Various files contain information on vehicles, license plates, boats, guns, articles, securities, wanted persons, missing persons, Canadian warrants, US Secret Service, unidentified persons, foreign fugitives, and the Interstate Identification Index System.

NATIONAL LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM (NLETS)

NLETS provides for the interstate and/or inter-agency exchange of criminal justice and criminal justice related information. This is the system's sole purpose. The system can receive, store, and forward message traffic to and from all its user agencies. Administrative message traffic on the system includes all types of free-form, criminal justice-related data. Messages may be sent to a specific agency,

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statewide, regionally, or to all points on the system. NLETS supports inquiries into state motor vehicle, drivers' licenses, criminal history, and other state databases. NLETS provides access to road and weather conditions, boat and snowmobile registrations, aircraft tracking system, registration system, and hazardous materials sites.

INTERSTATE IDENTIFICATION INDEX (III)

The Interstate Identification Index (III) is an index of records of criminal history information collected by criminal justice agencies on individuals contained within the NCIC system. Each III criminal history record must have a criminal fingerprint card as its basic source document. All criminal history record information is based on a set of fingerprints submitted to the State or FBI for comparison before an entry is made.

NEVADA CRIMINAL JUSTICE INFORMATION SYSTEMS (NCJIS)

NCJIS enables users to access Nevada criminal history and warrants, and information pertaining to parole and probation, sexual offenders, protection orders, and concealed weapons.

JLINK

J-Link is the State of Nevada Department of Public Safety (DPS) computer program that allows the LVMPD to fully utilize new and emerging law enforcement communications. It enables the LVMPD to access state and federal criminal justice systems such as NCIC, NLETS, III, and NCJIS.

SHARED COMPUTER OPERATIONS FOR PROTECTION AND ENFORCEMENT (SCOPE)

SCOPE is a 24-hour, on-line computerized master name index. It provides information on individuals and businesses. It contains both criminal history (arrest and conviction-related data) and non-criminal history information (physical descriptors, work application information, traffic accidents, etc.)

WANTED VEHICLE SYSTEM (WVS)

WVS is available through SCOPE terminals. It provides detailed information regarding local wanted or impounded vehicles. LVMPD information is entered, updated and maintained by the Records and Fingerprint Bureau. Other Nevada agencies also enter information into the system. These agencies are responsible for entering, updating and maintaining their own information.

ODYSSEY

Odyssey is the computer system of the Clark County District Court and Justice Court systems. It provides access to information related to court proceedings, including traffic tickets, documents, and status.

MICROSOFT APPLICATIONS

Microsoft Outlook is the e-mail application used by the LVMPD. The other Microsoft applications that are also used include Word, Excel, and PowerPoint.

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DEFINITIONS

ABUSE

Willful and unjustified infliction of pain, injury, or mental anguish.

ACCESSORY

One who is not the chief actor in the offense, nor present at its performance, but in some way concerned therein, either before or after the act committed.

ACCOMPLICE

Individual who is equally responsible for an offense considered a violation of law.

ACCUSED

A term for a defendant in a criminal case. Often used interchangeably with "prisoner" or "defendant."

ADJUDICATION

The formal giving or pronouncing of a judgment or decree.

AGGRESSOR

One who first employs hostile force.

ALLEGED

Claimed, but as yet, unproven.

ARREST

The taking of a person into custody in a case and in the manner authorized by law.

ASSAULT

Any willful attempt or threat to inflict injury, coupled with present ability to do so, that would give the victim reason to fear immediate bodily harm.

BATTERY

Any willful and unlawful use of force or violence upon the person of another.

BOOKING

A DSD Records function whereby an individual is officially incarcerated after arrest, which includes photographing and fingerprinting the arrestee.

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BURGLARY

Entering a building or structure with the intent of committing a crime.

CHARGED

Being formally accused of a crime.

COMMISSIONED

A duly sworn person who is authorized to execute police powers.

CONVICTED PERSONS REGISTRANT

Any person convicted of a crime required to register with a police agency by law.

CRIME

An act or omission forbidden by law and punishable upon conviction by death, imprisonment, fine or other penal discipline.

CUSTODY

Having responsibility for the care and control of a person or thing.

DEFENDANT

A person who is alleged to have committed some violation either in a civil or criminal suit.

DISSEMINATION

Disclosing records of criminal history or the absence of records of criminal history to a person or agency outside the organization which has control of the information.

EMBEZZLEMENT

Fraudulent appropriation of money or goods entrusted to one's care.

EXTORTION

Is a very broad crime that may apply to any situation where a person wrongfully threatens another person to try to obtain something of value.

FELONY

A crime punishable by death or imprisonment in the state prison for not less than one year.

FINGERPRINT

A reproduction of the smooth surface of the pattern or design formed by the ridges on the inside of the end joint of a finger or thumb.

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GRAND LARCENY

Theft of property which is worth more than a certain sum; that sum varies from state to state.

GROSS MISDEMEANOR

A crime punishable in the county jail for not more than one year or by a fine of not more than \$2,000, or both.

INCARCERATED

Confined in a jail or prison.

INDICTMENT

A formal charging of a person of a crime by a grand jury.

INMATE

Any person, whether pretrial, unsentenced, or sentenced, who is confined in a detention or holding facility.

JURISDICTION

The geographical or subject area in which a court, judge, or official has authority to act.

MISDEMEANOR

A crime which is punishable in jail for not more than six months or by a fine of not more than \$1,000, or both.

MODULE

A unit used to house inmates in the Clark County Detention Center.

PETIT LARCENY

Theft of property which is worth less than a certain sum; that sum varies from state to state.

PAROLE

Supervised release from prison before the full sentence is served.

PROBATION

A form of sentence by which a person convicted of a crime is allowed to remain in the community under supervision instead of serving a jail or prison sentence.

RECIDIVIST

A person who continues to commit criminal acts; a habitual criminal.

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REFERRAL

An application provided by employers to applicant to obtain a work card.

ROBBERY

The unlawful taking of personal property from the person of another, or in the person's presence, against his or her will, by means of force or violence or fear of injury.

SALLYPORT

An enclosure within a detention facility containing doors or gates at both ends, only 1 of which opens at a time, for security purposes.

SUBPOENA

A court order commanding someone to appear at a certain time and place to give testimony on a certain matter.

SUMMONS

A court order notifying an individual that an action has been commenced against him and requiring him to appear for processing in lieu of arrest.

WITNESS

One who being present, personally sees or perceives a thing.

WORK CARD

A picture card used for employment purposes and issued by a police department.

ACRONYMS

1. **DOAR:** Declaration of Arrest Report
2. **TCR:** Temporary Custody Record
3. **ICR:** Incident Crime Report
4. **OR:** Officer's Report
5. **CCW:** Carry Concealed Weapon
6. **NRS:** Nevada Revised Statute
7. **AFIS:** Automated Fingerprint Identification System

CUSTOMER SERVICE

There are two basic types of customers:

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EXTERNAL CUSTOMERS

Are defined as community members who need service(s) and may be residents of Las Vegas or the surrounding area. External customers may also include tourists visiting our valley from another state/county, outside law enforcement agencies, military personnel, attorneys, and insurance companies.

INTERNAL CUSTOMERS

Are customers who work in other sections or bureaus within our agency and are afforded the same high level of customer service as is provided for our external customers.

Whether it be the customer coming in from out of town or the customer who is assigned to a bureau within our agency, our goal remains the same: *“To provide excellent customer service to both our internal and external customers.”*

ASK SMART QUESTIONS

BACKGROUND QUESTIONS

Background questions are the introduction to your conversation. They tell you who you are talking with and allow you to pull up a customer’s record. They also help you evaluate whether you are the best person to help the customer, or if you should direct the customer to a different person, detail, or department.

- Do you have a driver’s license or state identification card?
- May I have your complete name?
- Have you ever been arrested by this agency? (If applicable)

Sometimes, customers may resist background questions. “Why do you need to know that?” they ask. Or they may protest, “I gave you that information last time, don’t you keep records?” You can decrease resistance by explaining up front why the information is needed.

PROBING QUESTIONS

Probing questions help dig more deeply into a customer’s needs, problems, or complaint to identify the issues involved and begin to move toward a solution. There are two basic types of questions: closed and open-ended. Closed questions are generally answered with a yes or no, or with a specific piece of information. Open-ended questions generally require more lengthy explanations and invite the customers into a conversation. Often, probing questions will be open-ended. A good source of probing questions is the basic five W’s: who, what, when, where, and why.

CONFIRMATION QUESTIONS

Confirmation questions provide a “check and balance” system. They help confirm you have correctly understood the customer’s message and give the customer an opportunity to add information or clarification. It is easy to take silence as confirmation of customer agreement. However, silence sometimes signals that the customer has given up, is frustrated or angry, or that the customer is too embarrassed to indicate confusion. Keeping in mind when confirmation comes out as a statement, rather than as a question, it is a good idea to ask for a response.

WHEN QUESTIONS GO WRONG

The right question, when poorly timed or badly worded can undo all the good customer service you have worked so hard to create. When questions go wrong, typically one of four things happened:

- The question was asked at the wrong time.
- The customer thought you were asking about something you already know.
- The customer feels you are asking too many questions.
- The question feels too personal.

Remember, timing is key. It is not what you say, but how you say it. Only when you begin to ask the right questions, do you begin to find the right answers. Body expressions also play a huge role in the interplay between you and the customer when asking delving questions. Be cognizant of body language when speaking with a customer face-to-face. Realize gestures, posture, and facial expressions can make or break a conversation between you and the customer.

CUSTOMER SERVICE AND THE TELEPHONE

“If I pick up a ringing phone, I accept the responsibility to ensure the caller is satisfied, no matter the issue.”

The telephone requires you to be more aware of your voice than at any other time. Customers cannot hear your facial expressions or see non-verbal clues as shrugs or hand gestures. They form a mental picture based on the tone and quality of your voice. Your mood, either smiling and happy or angry and frustrated, often comes through. That is why, before you ever pick up a telephone, you should take a moment to ensure you are mentally prepared for the customer on the other end. A pleasant phone voice takes practice. Speaking in pleasant tones is a talent.

Professional telephone talk has four basic customer sensitive processes. Knowing and following these processes will ensure your customers feel you are doing your best to assist them.

ANSWERING THE PHONE

When a customer calls and you answer the telephone remember the customer can hear you from the moment the handset leaves the cradle. A customer does not want to be greeted with a distance voice of someone talking to another person, distracted from their call. The customer deserves your full attention. Answer the telephone with a solid, pleasant greeting such as, “Good morning. This is Records and Fingerprint, Jane speaking. How may I help you?”

PUTTING A CALLER ON HOLD

Sometimes callers must be put on hold for you to answer a second line, leave your desk to get a piece of information, or you may just need a moment to regroup while handling a particularly volatile caller. Whatever the circumstances, never put a call on hold without first asking the caller for permission, “May I put you on hold?” or “Will you hold for a moment, please?” and waiting for their reply. Remember, the question means nothing if you do not wait for the customer to answer, and always respond with a “thank you.” It may take you a moment longer, though it is well worth the positive impression it creates.

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If the caller says, “No” and does not wish to hold, you can either re-prioritize what you are doing or ask if you can call the caller back. If you choose to call the caller back, make sure to do so as quickly as possible. The caller who does not wish to hold is not necessarily being rude. Remember, delivering great customer service means to navigate the individual needs of each customer and meet their expectations.

TAKING MESSAGES

Good messages are both accurate and complete. Be sure to get the caller’s full name, telephone number, and company name (if applicable). Make sure you have the correct spelling of the caller’s name and an accurate phone number by reading it back to them for confirmation. The date and time of the message is also important, as messages are often time sensitive. Finally, be sure to put your own name on the message; if there is any question, the message recipient will be able to ask you for clarification.

TRANSFERRING CALLS

Customers hate to be passed from person to person. Whenever possible, do not do it. Help the caller yourself or take a message to have the appropriate person return the call. When it is necessary to transfer a call, be sure to give the name and phone number of the person to whom they are being transferred. This way, if there is an issue with the transfer, the caller will be able to get back to the right person. If possible, stay on the line to ensure the transfer goes smoothly.

Remember, in everything we do, we represent the LVMPD. Excellent customer service is required in all facets of the Department, whether dealing with internal or external customers, whether on the telephone or sitting in front of a customer. LVMPD’s Mission is clear, “To provide exceptional police services in partnership with the community.” Showing courage, accountability, respect for people, and excellence is what this department is built on; honesty is our only policy and caring for those we serve is our greatest mission.