I. Introduction

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

II. 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 “Serve people, strengthen relationships, and improve the quality of life.”

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 for People, and Excellence. The following are examples of behaviors which exemplify these values:

Integrity
- Exhibits honesty and tells the truth
- Does the right thing at all times
- Support’s Metro’s strategic direction, vision, mission, and goals

Courage
- Makes tough decisions even when it is not the popular decision
- Supports others even if the circumstances are challenging
- Handles change professionally

Accountability
- Welcomes evaluation by others
- Works independently and knows what is expected
- Performs at a high standard even under pressure

Respect for People
- Is respectful at all times
- Does not display anger or criticism publicly
- Is an effective team player
Excellence

- 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:

- Lead through empowerment and accountability
- Value our employees and those we serve
- Maximize trust, transparency and communications
- Protect the public through education, innovation and enforcement
- Develop and enhance community relationships

ATTENDANCE

The LVMPD Communications Bureau functions 24 hours a day, 7 days a week. In addition to working holidays, Communications Specialists 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.

III. Overview of the LVMPD Communications Bureau

Communications Specialists Trainees (CSTs) are call takers assigned to the LVMPD Communications Bureau. The Communications Bureau receives phone calls from citizens, other agencies and Department members who are requesting assistance. CSTs 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. CSTs report directly to a Communications Supervisor.

Probation for CSTs is one year which includes academy and floor training. They can be assigned to work anytime throughout the 24-hour day, 7-days a week, including holidays. Communications Specialists 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, CSTs 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 type of varied hours will not be successful as CSTs.
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. Communications Specialists 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.

In order to work a radio channel, Communications Specialist 1 (CS1), which is the journeyman level after CSTs successfully complete probation, must test for promotion to Communications Specialist II (CSII). In order to become a CSII, dispatch trainees must successfully complete radio training and successfully complete a year of probation. CSIIs dispatch units to calls for service, monitor patrol activity, complete officer requests, and handle a multitude of other tasks.

When hired, a CST must attend an in-house academy which typically lasts for ten weeks. During this time, CSTs participate in classroom instruction, as well as working on a simulator. Upon completion of the academy, CSTs 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.

IV. Communications Specialist Trainee Program

The Communications Specialist Trainee Academy is an intense ten week classroom training program designed to orient CSTs with the LVMPD and to prepare them for taking live calls. Upon the successful completion of the Academy, CSTs begin the Communications Training and Evaluation Program (CTEP) which is a form of “on-the-job” training. During CTEP, CSTs 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, WVS, 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 CSTs, 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 Communications Specialist Training Academy, CSTs 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 related to the CST position. CSTs will mirror the schedule of their CTOs and will rotate to new CTOs on a regular basis. This means that CSTs will change their work hours and days off with each rotation. These assignments are not optional and CSTs 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 CSTs 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 Communications Specialist. 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.

V. 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.

Call takers receive requests for service from the Person Reporting (PR) and determine the appropriate course of action. If an officer is required, the call taker will generate a CFS by creating an event in CAD. This requires the ability to effectively utilize a computer while talking to the caller. Call takers **must** be able to talk and type at the same time.

Once the call taker 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. If all call takers are on calls and 9-1-1 calls start to hold, call takers on non-emergency calls must put their callers on hold and answer the 9-1-1 calls. Call takers 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 call takers 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 populated the correct fields. However, call takers 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. Call takers 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.

Call takers 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 a call taker. Communications Specialists must be able to complete their duties despite resistance or lack of cooperation from a PR.

One of the most important skills for any call taker is call screening. Call takers 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:

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

Call takers 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 call taker will remain on the line in order to determine if police response is also required.
If the call is for police response, the call taker must determine how urgent the situation is and the appropriate response. Call takers 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:

<table>
<thead>
<tr>
<th>PRECEDENCE CODES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority Zero</td>
</tr>
<tr>
<td>Priority One</td>
</tr>
<tr>
<td>Priority Two</td>
</tr>
<tr>
<td>Priority Three</td>
</tr>
<tr>
<td>Priority Four</td>
</tr>
<tr>
<td>Priority Five</td>
</tr>
<tr>
<td>Priority Six</td>
</tr>
<tr>
<td>Priority Nine</td>
</tr>
</tbody>
</table>

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 call taker will continue to obtain pertinent information and update the event accordingly.

PRIORIT ZERO
EXAMPLES:
- Robbery in progress
- Hostage situation
- Officer needs help
- Subject shot or stabbed

PRIORIT ONE
EXAMPLES:
- Family disturbance
- Tenant/landlord disturbance
- Suspicious Vehicle
- Traffic accident

PRIORIT 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.

<table>
<thead>
<tr>
<th>CODE</th>
<th>DESCRIPTION</th>
<th>CODE</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>401</td>
<td>ACCIDENT</td>
<td>418</td>
<td>MISSING PERSON</td>
</tr>
<tr>
<td>401A</td>
<td>HIT AND RUN</td>
<td>418A</td>
<td>FOUND PERSON</td>
</tr>
<tr>
<td>401B</td>
<td>ACCIDENT WITH INJURY</td>
<td>418B</td>
<td>RUNAWAY</td>
</tr>
<tr>
<td>401C</td>
<td>ACCIDENT (PRIVATE PROPERTY)</td>
<td>419</td>
<td>DEAD BODY</td>
</tr>
<tr>
<td>401M</td>
<td>ACCIDENT (VEHICLES REMOVED)</td>
<td>420</td>
<td>HOMICIDE</td>
</tr>
<tr>
<td>402</td>
<td>FIRE</td>
<td>421</td>
<td>SICK OR INJURED PERSON</td>
</tr>
<tr>
<td>403</td>
<td>PROWLER</td>
<td>421A</td>
<td>MENTALLY ILL PERSON</td>
</tr>
<tr>
<td>404</td>
<td>UNKNOWN TROUBLE</td>
<td>421C</td>
<td>SICK OR INJURE PERSON WITH A COMMUNICABLE DISEASE</td>
</tr>
<tr>
<td>404A</td>
<td>9-1-1 DISCONNECT</td>
<td>422</td>
<td>INJURED OFFICER</td>
</tr>
<tr>
<td>405</td>
<td>SUICIDE</td>
<td>423</td>
<td>SEE PERSON FOR INFO</td>
</tr>
<tr>
<td>406</td>
<td>BURGLARY</td>
<td>424</td>
<td>ABUSE/NEGLECT</td>
</tr>
<tr>
<td>406A</td>
<td>BURGLARY ALARM</td>
<td>425</td>
<td>SUSPICIOUS SITUATION</td>
</tr>
<tr>
<td>406V</td>
<td>AUTO BURGLARY</td>
<td>425A</td>
<td>SUSPICIOUS PERSON</td>
</tr>
<tr>
<td>407</td>
<td>ROBBERY</td>
<td>425B</td>
<td>SUSPICIOUS VEHICLE</td>
</tr>
<tr>
<td>407A</td>
<td>ROBBERY ALARM</td>
<td>425H</td>
<td>SUSPICIOUS SUBSTANCE</td>
</tr>
<tr>
<td>407B</td>
<td>ROBBERY INVOLVING A B-PACK</td>
<td>426</td>
<td>SEXUAL ASSAULT</td>
</tr>
<tr>
<td>408</td>
<td>DRUNK</td>
<td>427</td>
<td>KIDNAP</td>
</tr>
<tr>
<td>409</td>
<td>DRUNK DRIVER</td>
<td>428</td>
<td>CHILD MOLET</td>
</tr>
<tr>
<td>410</td>
<td>RECKLESS DRIVER</td>
<td>429</td>
<td>INDECENT EXPOSURE</td>
</tr>
<tr>
<td>411</td>
<td>STOLEN MOTOR VEHICLE</td>
<td>430</td>
<td>ANIMAL COMPLAINT</td>
</tr>
<tr>
<td>411A</td>
<td>RECOVERED STOLEN VEHICLE</td>
<td>431</td>
<td>MISSING/FOUND PROPERTY</td>
</tr>
<tr>
<td>411B</td>
<td>STOLEN BAIT CAR</td>
<td>432</td>
<td>FRAUD</td>
</tr>
<tr>
<td>413</td>
<td>PERSON WITH A GUN</td>
<td>433</td>
<td>STOLEN PROPERTY</td>
</tr>
<tr>
<td>413A</td>
<td>PERSON WITH A KNIFE</td>
<td>434</td>
<td>ILLEGAL SHOOTING</td>
</tr>
<tr>
<td>413B</td>
<td>PERSON WITH OTHER DEADLY WEAPON</td>
<td></td>
<td></td>
</tr>
<tr>
<td>414</td>
<td>GRAND LARCENY</td>
<td>437</td>
<td>KEEP THE PEACE</td>
</tr>
<tr>
<td>414A</td>
<td>PETIT LARCENY</td>
<td>438</td>
<td>TRAFFIC PROBLEM</td>
</tr>
<tr>
<td>414C</td>
<td>LARCENY FROM PERSON</td>
<td>439</td>
<td>ASSIST CITIZEN</td>
</tr>
<tr>
<td>415</td>
<td>ASSAULT/BATTERY</td>
<td>440</td>
<td>WANTED SUSPECT</td>
</tr>
<tr>
<td>415A</td>
<td>ASSAULT/BATTERY WITH A GUN</td>
<td>441</td>
<td>MALICIOUS DESTRUCTION OF PROPERTY</td>
</tr>
<tr>
<td>415B</td>
<td>ASSAULT/BATTERY WITH OTHER DEADLY WEAPON</td>
<td></td>
<td></td>
</tr>
<tr>
<td>415C</td>
<td>ASSAULT/BATTERY NEGATIVE INJURY DRIVE BY SHOOTING</td>
<td>442</td>
<td>AIRPLANE EMERGENCY</td>
</tr>
<tr>
<td>416</td>
<td>FIGHT</td>
<td>443</td>
<td>ASSIST AN OFFICER</td>
</tr>
<tr>
<td>416A</td>
<td>JUVENILE DISTURBANCE</td>
<td>444</td>
<td>OFFICER NEEDS HELP – EMERGENCY</td>
</tr>
<tr>
<td>416B</td>
<td>OTHER DISTURBANCE</td>
<td>444A</td>
<td>PANIC ALARM AT METRO FACILITY</td>
</tr>
<tr>
<td>416F</td>
<td>FIREWORKS DISTURBANCE</td>
<td>445</td>
<td>EXPLOSIVE DEVICE</td>
</tr>
<tr>
<td>417</td>
<td>FAMILY DISTURBANCE</td>
<td>446</td>
<td>NARCOTICS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>447</td>
<td>CIVIL MATTER</td>
</tr>
</tbody>
</table>
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 INCĐT./CRIME REPORT (DO NOT USE IF AN INCĐT./CRIME REPORT WAS TAKEN)
B CITATION ISSUED   L HANDLED BY OTHER JURISDICTION
C INCĐT./CRIME REPORT (PRIMARY)   M WARNING AND/OR SUBJECT ADVISED
D INCĐT./CRIME REPORT (PRIMARY) ARREST MADE   O FALSE ALARM
E INCĐT.CRIME REPORT (PRIMARY) CITATION ISSUED   P REFUSED TO SIGN COMPLAINT
F UNFOUNDED   Q HANDLED BY UNIT OTHER THAN PATROL (INDICATE SPECIFIC UNIT)
G DISPATCH CANCELLED   R RADIO BROADCAST ONLY
H GONE ON ARRIVAL   S NON-CRIMINAL DETAIL COMPLETE
I UNABLE TO LOCATE   T REPORT TAKEN UNDER PREVIOUS EVENT #
J SETTLED AT SCENE   Z INSURANCE REPORT (CAD EVENT ONLY)

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 Communications Specialists must possess. They must be able to articulate their questions and relay information clearly and concisely. Call takers 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 study guide, you will see that the ability to do more than one thing at a time is a critical skill for call takers. 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 call takers, send messages to dispatchers and 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.” In order to make effective decisions, call takers 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 Communications Specialists.

Decision Making

In order to be released to work independently, call takers 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 call takers 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 call takers is total awareness. Communications Specialists must be aware of various inputs at the same time. When on a phone call, CSTs 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, CSTs 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 directional, 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)

Residential 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
Moapa/Glendale
Bunkerville  Mountain Springs
CalNevAri  Mt. Charleston
Cold Creek  Nelson
Corn Creek  Overton/Logandale
Goodsprings  Primm
Indian Springs  Sandy Valley
Jean  Searchlight
Laughlin  Sloan

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

VI. **READINGS RELATED TO COMMUNICATIONS SPECIALIST LIABILITY**

Not only are Communications Specialists subjected to increased scrutiny due to the critical function they perform for the community, 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.

**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 Clifft, 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," Clifft 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

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

'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.

**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.
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.  

BIBLIOGRAPHY