Lesson Purpose: To familiarize the student with the basic of law enforcement communications including telephone, radio, and the Division of Criminal Information.

Training Objectives: At the end of this block of instruction, the student will be able to achieve the following objectives in accordance with information received during the instructional period.

1. Demonstrate the proper technique required when conducting telephonic communications and explain its importance as a vital link between the citizens and the service provider.

2. Demonstrate the correct radio use and procedures when operating a base station, mobile, and/or portable radio utilizing Ten Codes and/or plain speech.

3. Discuss the function of the Division of Criminal Information (DCI) and the various interfaced computer systems as they relate to law enforcement responsibilities.

Hours: Eight (8)

Instructional Method: Conference/Discussion

Training Aids: Handouts
VCR/Monitor

Law Enforcement Radio Procedures and Information Systems


NC State Bureau of Investigation, Division of Criminal Investigation. Module 1 - Introduction to DCI Network, Student Outline and Exercise Workbook. Raleigh: State Bureau of Investigation, May 1, 1996.

NC State Bureau of Investigation, Division of Criminal Investigation. Module 2 - Inquiries to Hot Files, DMV, Boats & Aircraft, Student Outline and Exercise Workbook. Raleigh: NC State Bureau of Investigation, August 1, 1996.

NC State Bureau of Investigation, Division of Criminal Investigation. Module 3 - AOC Inquiries, Student Outline and Exercise Workbook. Raleigh: NC State Bureau of Investigation, May 1, 1996.


NC State Bureau of Investigation, Division of Criminal Investigation. Module 4 - Computerized Criminal History Inquiries, Student Outline and Exercise Workbook. Raleigh: NC State Bureau of Investigation, June 1, 1996.


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Law Enforcement Radio Procedures and Information Systems

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Date Revised: March 2004
1. It is recommended that the person selected to teach this block of instruction be either a telecommunicator or telecommunicator supervisor. The subject matter requires a thorough working knowledge of the information that a telecommunicator can obtain from the Division of Criminal Information, State Bureau of Investigation.

2. To promote and facilitate law enforcement professionalism, three (3) ethical dilemmas are listed below for classroom discussion. At their discretion, instructors must provide students with each ethical dilemma listed below. Sometime during the lecture instructors should “set the stage” for the dilemma prior to taking a break. Instructors are encouraged to develop additional dilemmas as needed.

   a) You are DCI certified. You are asked to do an information check for another officer. He asks for her address and personal information. It does not involve a case. What will you do?

   b) A good friend of your parents is going to hire someone who will handle a great deal of money and wants you to do a “check.” What will you do?

   c) A person known to be unstable always calls communications to report frivolous complaints. She has called six times in the last hour. What will you do?
I. Introduction


A. Opening Statement

Modern communications equipment and the proper use of it are the backbone of today’s law enforcement. No law enforcement agency could function without modern communications. Technological advances in the past several years have grown quickly, thus enabling the law enforcement officer access to greater and more accurate amounts of information. Proper training and use of these technological advances will render the law enforcement agency and its individual officers more efficient, effective, and most of all greatly enhance their personal safety.

During this block of instruction, the student will receive training as to the capabilities of the Division of Criminal Information (DCI). Further, the student will receive training in the proper use of the police radio and related communication equipment that includes practical exercises, standardized codes, radio demeanor, and courtesy. The student will also receive training in the standard formats for making broadcast messages, which include vehicle descriptions of persons, and attempt to find messages. Finally, the student will receive instruction in the proper method of broadcasting emergency messages, which include but are not limited to: man with a gun, high speed pursuit, felony in progress, and officer down.

B. Student Performance Objectives

NOTE: Show slide, “Training Objectives.”

NOTE: Review objectives and ask for questions on objectives.

C. Reasons

In the past, basic law enforcement training gave only slight attention to the field of law enforcement communications. Typically, the new police officer had almost no understanding concerning his/her
department's communication system, or its capability. Proper training in emergency communications not only enhances the officer's professional effectiveness but also provides for the safety of the police officer.

II. Body

A. Telephonic Communications

In the communication process, the use of the telephone is the one facet of information interchange that is often afforded little importance. This link is often the determining factor of the outcome of many events in the world of emergency services. It is a tool...a tool which will determine how your agency will be perceived by those in need. Good telephone etiquette is a skill every emergency service agency must master.¹

1. The telephone as a tool

   NOTE: Show slide, “The Telephone as a Tool.”

   a) Customer service: Every caller, whether emergency or non-emergency, must be viewed as a customer. Decreased customer satisfaction means increased complaints and negative results for all. Citizens interpret some behaviors as offensive--preventing them from getting what they want. Dealing with people over the telephone becomes a serious exchange; the object is to protect and serve. To accomplish this goal, you need a positive attitude and control of your temper, which results in your customer being satisfied which results in fewer complaints.²

   b) Telephone etiquette: Phone demeanor must be attuned to service. Your voice reflects your attitude and your attitude will affect the caller. Courtesy helps you control the conversation. Gain cooperation and trust by being civil, understanding (empathetic), polite, and respectful. Gain resistance and create debate by being abrupt, curt, and impatient.³

   c) Communicating artfully: Flexibility - dealing with a variety of people from many backgrounds and needs will
take a lot of skill and practice. Empathy - empathy is not sympathy. Empathy involves understanding and the ability to perceive openly the caller's need—not share in his emotions. Professionalism - being in a field identified as a profession does not automatically qualify you as a professional. Use the tools necessary to assist the caller appropriately.

2. The initial link

NOTE: Show slide, “The Initial Link.”

a) First Impressions: Remember, you may be the first link the caller encounters in requesting assistance. You represent “help” to the caller. Prepare for anything ... mentally and physically. Discard your judgements, opinions, biases, and prejudices before answering the phone.

b) The Speed of Response: First consideration should always be how quickly you answer the telephone. The longer the phone rings, the more doubts and anger the caller may experience. The speed of answering the call may not directly affect the outcome of the call, but it will affect the citizen's impression of the entire process. Answering promptly creates the impression of professionalism, sharpness, attentiveness, and concern. The caller “believes” the call is important, be it emergency or non-emergency.

c) The Final Outcome: Termination of the call will affect how the field units are received. Use common courtesy even when the caller is hostile. Control your temper even if the caller cannot. End every call on a positive note ... remember the whole agency wins.

3. Call overload

NOTE: Show slide, “Call Overload.”

a) Emergency and non-emergency calls
Law Enforcement Radio Procedures and Information Systems

(1) Emergency calls: Always identify clearly who you are . . . agency and name. Keep your responses short. Let the caller know that you understand that they need your help. Always remember the three essential parts of an emergency call--the location, the call type, and a call back number. Focus the caller on a single piece of information. Keep the questions organized and listen closely to the answers.  

(2) Non-emergency calls: Initiate the conversation with a positive, professional, caring attitude. Remember the motivation and mind set of a caller . . . yours has to be in tune. Remember you are a service organization. Answering in a positive and “upbeat” manner perceives you as strong. 

b) Prioritization: Allows the sending of the minimum number of personnel in the safest response mode to address the citizen’s needs. This places calls in the order of importance, but make sure the call is assessed properly. 

c) Sequencing: Ask certain questions in a particular order on all calls. This assures thoroughness on all calls. It increases speed in gathering information by being organized. This develops a flow of questioning that helps you to be concise. Sequencing gathers priority information first. It is a learned skill that must be practiced and used with organization and common sense. 

d) The 5 W’s: Find a balance of information to request--too little and the call cannot be prioritized; too much, and the call is overrated. A general rule is to create a visualization of the call. If you can’t see the situation, you don’t have enough information.

NOTE: Show slide, “The 5W’s.”
Where: Location of the incident and caller are always the first questions. There are times when the incident and caller are not at the same location.

What: In order to classify or prioritize a call, it is necessary to understand all aspects of the call. “What” determines the potential severity of the situation. Understanding what is going on gives you a better visual of the situation.

When: Priority assignment is often directly related to when a call has occurred. Never assume when something has occurred--always ask. Especially on belated calls, a time frame will be needed.

Who: Caller information is usually needed except in events in which multiple calls are being reported and there is no time to ask each caller this information. Who also involves other relationships in the call, personal information, descriptions, past histories.

Weapons: Without exception, on any volatile situation, ask about weapons, type of weapons, availability of weapons, mention of weapons. Never send field units to any dangerous or potentially dangerous situation without an advisement on weapons.12

4. Crisis callers

NOTE: Show slide, “Crisis Callers.”


b) Categorizing the Caller: Every call is different, every caller unique. Remember, every caller has different or no coping techniques.14

c) Reaction to Panic: Use customer service skills; remember the caller is counting on you to know what to do. Remember, people are angry, scared, emotional at
their circumstances, not you. Citizens want help now; they don’t understand the process; letting them know what you are doing alleviates some of the panic of waiting for help. Gain control of your feelings. A panicked caller can boost your adrenalin into overload. If you panic, you are no help to the caller, and the caller senses this.\(^\text{15}\)

Note: Specific call taking procedures for victims of sexual assault are located in the “Dealing With Victims and the Public” lesson plan handouts.

d) Persistent Repetition: This technique is useful in breaking through the caller’s hysterical threshold. This is accomplished by repeating the same question, using the same words and same tone of voice. Hearing a repetition of words, remember, never changing the order of the words, helps the caller realize the question or command needs to be responded to immediately. Increase in firmness . . . don't yell! Use the caller's name if you have it and continue to repeat it, stating your requests strongly and authoritatively, not aggressively. Do this until some control is gained. Once there is some control, try to keep it. If control is lost again, utilize the same steps again, reassuring the caller and continuing to talk with them firmly. Use the person's name often.\(^\text{16}\)

e) Dealing with Stress: Recognize your own stress levels. Talk about what is bothering you with a friend or professional. Utilize stress management training in your job and personal life. Find hidden rewards—a personal formula that provides a happy work life. Respect physical and emotional wellness.\(^\text{17}\)

B. Use of the Radio

**NOTE:** Show slide, “Use of Radio.”

1. Test operate communications equipment at the beginning of the shift to ensure that it is working properly.
Law Enforcement Radio Procedures and Information Systems

a) Each officer should become familiar with the operation of each piece of communications equipment issued (i.e., portable radio, mobile radio, pager, mobile data terminal).

b) If available, obtain a users manual for each piece of equipment, to fully understand the equipment's use and care. Most communications devices require preventative maintenance. Check with your agency on the maintenance schedule for each device.

c) Check all settings, such as power, volume, squelch, search, public address, channel selection, indicator lights, or displays.

d) Most agencies will allow officers to test voice equipment by broadcasting to the communications center.

Note: The following is an example:

Officer: “Car 112, radio check, how do you copy?”

Response: “Car 112, your transmission was received.”

e) Malfunctioning equipment should be reported to the proper technical personnel and repaired or replaced prior to your tour of duty.

f) Some agencies employ mobile data devices (MDT - mobile data terminal, laptop systems, and the like. The employing agency will provide additional training in the care and use of these devices).

2. Know how your radio works18

NOTE: Conduct demonstrations using multiple radio types.

a) Ascertain that your radio is on.
Vehicle mounted units, both the permanently mounted trunk units or convertacoms (vehicle chargers) have indicator lights.

(1) The green light indicates that the receiver is on and that the transmitter is ready to use.

(2) The red light indicates that the button is depressed and that the radio is in the transmit mode. (The red light can also indicate that the transmit button is stuck and is interfering with the radio system.)

b) Squelch control is used to control background noises. It should be adjusted to the point where noise ends and silence begins.

c) Volume control is used to control the loudness of the incoming message.

3. Microphone techniques

NOTE: Show slide, “Microphone Techniques.”

a) Hold the microphone one to two inches from the mouth. Know where the microphone is on your portable so that you will be able to apply correct microphone techniques when using your portable.

b) Hold the microphone slanted toward the face at a 30 to 45 degree angle.

c) Talk across the microphone. Direct talking into the mike will cause a hissing sound over the air.

d) Use a normal voice. DO NOT SHOUT.

e) Do not rush your mike. Do not talk too fast.

f) Always identify your unit before transmitting your message. If assigned to a patrol vehicle, use the car number.
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4. General radio procedures

a) Voice quality

(1) Strength

(2) Volume

(3) Pitch

(4) Clarity

(a) Speed

(b) Choice of Words: Use codes or approved radio language (clear speech) at all times. Keep your message brief.

(c) Unnecessary Verbiage: Do not use the radio as if it were a telephone. Before transmitting ask yourself if you can accomplish your immediate task by utilizing some other form of communication. Keep the broadcast simple. Leave out phrases such as “In color,” “Be advised,” etc. A good rule of thumb is to eliminate any words that do not add or take away from the meaning of the message.

(5) Composure

Do not display emotion by words or voice inflections that will reflect excitement, irritation, disgust, or sarcasm. Do not get excited or show excitement.

(6) Emphasis

When there is background noise such as a siren, place the mike against your larynx and speak in a normal voice. Your voice will come in clear over the radio.
(a) Routine traffic

(b) Emergency traffic

b) Courtesy

(1) Be courteous. Monitor your radio before you start transmitting. Make sure no other unit is transmitting.

(2) Do not break in or disrupt on-going transmissions. Wait for your turn.

5. Broadcasting messages

NOTE: Show slide(s), “Broadcasting Messages.”

a) Message construction

(1) ABC’s - Accuracy, Brevity, Clarity

Follow the ABC’s of police communications.

A - Accuracy: Make sure the information that you broadcast is correct. Be exact in giving locations, descriptions, etc.

B - Brevity: Make all conversations short but complete. Use proper codes and clear speech.

C - Clarity: Speak in a clear distinct voice. Do not mumble, talk in low tones or raise the pitch of your voice. Use your normal voice.

(2) Think before you speak so that your transmission will sound intelligent.

(3) Do not use pronouns. Use words that describe who you are talking about. Use words such as suspect, victim and witness. Address other officers by their unit call sign or number.
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(4) Be impersonal - be courteous, but never use words like “please,” “thank you,” or “you’re welcome.” Refer to all officers and telecommunicators by their units or call sign, not by name.

(5) Watch choice of words. Do not use one syllable words. One syllable words can get cut off in transmissions. Choose decisive words.

(6) Keep message broadcast only about ten (10) seconds long. For longer broadcasts use words to break the message in short segments of information until the broadcast is complete.

b) Phonetic alphabet

(1) The phonetic alphabet is designed to clarify names which could be easily misinterpreted over the radio, including street names, towns and cities, and brand names.

(2) Specify alpha characters which occur in a series of alpha/numeric characters such as vehicle identification numbers, serial or model numbers, etc.

(3) There are two phonetic alphabets currently in use. These are the “International” and the “Police” phonetic alphabets.

Police officers should be familiar with both alphabets.

(4) Words from one alphabet should never be substituted for those in another; this leads to confusion and misunderstanding on the part of the receiver.

(5) Do not use “make-up” words in place of either phonetic alphabet.
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(6) Use the appropriate phonetic alphabet when spelling names.

(7) Also, use the correct phonetic alphabet when broadcasting alpha/numeric information.

NOTE: Refer to handout, "Phonetic Alphabet" and review.

NOTE: Demonstrate the proper procedure for using the phonetic alphabet or license plate numbers, names, VIN (vehicle identification numbers), and serial numbers.

c) 24 hour time

(1) 2400 hour time begins at midnight (0000) hours and is counted through the revolutions of the clock to noon (12 hours after midnight or 1200 hours). One hour is then added to 1200 hours for each passing hour up to midnight again. For example 1 p.m. would be 1300 hours (1200 plus 1 hour).

(2) What would 4 p.m. become? This would be 1600 hours. What would 45 minutes past 4 p.m. become? This would be 1645 hours (1200 hours plus 4 hours and 45 minutes).

d) Ten Codes/Phrase Word Brevity Codes

NOTE: Refer to handout, "Ten Codes" and review.

(1) One of the most effective means of utilizing simplicity, speed, and accuracy is through the use of ten codes.

(a) Minimizes chance of confusion or misunderstanding.

(b) Each are assigned an exact meaning.
The simplicity is achieved through the “10” portion. The “10” serves as an alert that a message is to follow.

The number following the “10” is the message - a condensing of several words that achieves speed through brevity.

e) Clipping

(1) Front end clipping: talking before the mike is keyed

(2) Rear end clipping: unkeying the mike before you are through talking

f) Standard format for "Attempt to Locate" (ATL) or "Be on the Look Out For" (BOLO) messages:

(1) Three parts of a broadcast message:

   NOTE: Show slide, “Broadcast Message.”

   (a) Preamble

   (b) Text

   (c) Authority

(2) Write the message out before starting the broadcast.

   NOTE: Refer to handout "Attempt to Locate."

(3) Keep message broadcast only about ten (10) seconds long. Maximum length of any broadcast message should be no longer than 60 seconds. Read a portion of the message, state “break” if making a general broadcast, and “so far” if broadcasting a lengthy message to one unit.
g) Standard format for broadcasting personal descriptions

**NOTE:** Show slides, “Suspect Descriptions.”

1. Physical descriptions (head to toe)
2. Clothing descriptions (head to toe and inside-out)
3. Weapons stated last - last thing said is first thing remembered.

h) Standard format for broadcasting vehicle descriptions

**NOTE:** Show slide, “Vehicles.”

- C Color - Keep color descriptions simple by using basic colors. Describe colors from top to bottom.
  
  **Note:** A vehicle with a dark blue vinyl top with a white body would be described as dark blue over white.

- Y Year - Simply state the model year. All vehicles can be described as a 95 Chevrolet or 86 Ford. All vehicles on the road were made after 1900.

- M Make - This will be the name of the manufacturer. Simply state Ford, Toyota, etc. If the model is known, it can be simply stated. For example Ford Mustang, Toyota Corolla.

- B Body - body style

- A All Other - All additional information. This is the most important information related to vehicle descriptions. This is the information that allows your fellow field units to positively identify the vehicle that you are attempting to locate. Items such as special antennas, body damage or custom
paint jobs, or equipment such as fog lights should be broadcast in this portion of the message.

L License tag number

i) Status change

ALWAYS ADVISE COMMUNICATIONS OF ALL STATUS CHANGES.

(1) Always give mileage when:

(a) Beginning tour of duty.

(b) Transporting prisoners, suspects, victims, juveniles, etc.

(c) Give location of starting point and destination, as well as the starting mileage to the telecommunicator. Log the starting time as given by the telecommunicator.

(d) Inform the telecommunicator when you arrive at the destination and give the ending mileage. Log the ending time as given by the telecommunicator.

(e) Ending tour of duty.

(2) Always give location when:

(a) Responding to a suspicious person or incident.

(b) Stopping a vehicle.

(c) You will be out of your patrol vehicle.

j) Stopping vehicle

When stopping vehicles the following information must be broadcast:
(1) Your unit number and exact location of the stop.

(2) The license number, and state if possible of the vehicle being stopped.

(3) A brief description of the vehicle and how many occupants.

(4) The nature of the stop.

k) Serving warrants/criminal summons and other process

(1) Advise communications of your activity and the exact location.

(2) Officers should request verification of all warrants before execution.

(a) Local agencies maintain local warrant files. In most counties the clerk of court, criminal magistrate, police, and sheriff's office maintain local warrant files.

(b) Officers should contact these agencies through the communication center, DCI, or telephone, to verify the warrant is in hand with that agency. Name, address, and any other available descriptions should be provided to obtain a correct match.

NOTE: Caution: Refer to “Arrest, Search and Seizure/Constitutional Law” lesson for rules of arrest when the warrant is not in your possession.

l) Emergency responses

NOTE: Emergency response general orders or standard operating procedures vary from agency to agency. Try to present a variety of emergency response policies from individual law enforcement agencies.
enforcement departments from across the state. When the class is composed of students who will be or are employed by a single agency, then cover the emergency response policy for that single agency.

C. State Bureau of Investigation - Division of Criminal Information (DCI)

1. Functions of DCI

a) The SBI’s Division of Criminal Information, formerly Police Information Network (PIN), maintains the state’s law enforcement/criminal justice computer network.\(^{31}\)

b) This computerized network links local, state, and national criminal justice agencies, such as police, sheriff, highway patrol, Department of Correction, SBI, FBI, district attorneys, and Division of Motor Vehicles. DCI provides access to law enforcement and criminal justice agencies 24 hours a day.\(^{32}\)

2. National Crime Information Center (NCIC) “Hot Files”

a) The National Crime Information Center is a division of the FBI and is located in Clarksburg, West Virginia. NCIC, in conjunction with DCI, maintains files which provide entry of and access to stolen property, recovered property, wanted persons, missing persons, unidentified persons, and other information on a state and national level. Any criminal justice agency may have information entered into or retrieved from these files.\(^{33}\)

b) The files maintained by NCIC are as follows:\(^{34}\)

**NOTE: Show slide, “NCIC Hot Files.”**

(1) **Wanted Persons**

**Adult offenders:** Individuals, including juveniles, who will be tried as an adult, for whom a federal, felony, or misdemeanor warrant is outstanding; also includes probation and parole violators meeting the above criteria.
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Note: All felony warrants should be entered into NCIC regardless of extradition. Must indicate extradition and limitations upon entry.

**Juvenile offenders:** Juvenile status is determined by the laws of the state of residence of the parent, guardian, person, or agency entitled to legal custody of such juvenile; includes juveniles who have escaped from an institution vested with legal custody or who have absconded probation or parole and juveniles charged with the commission of a delinquent act that would be a crime if committed by an adult and have fled from the state where the act was committed.

(2) Missing Persons

Persons who have been reported missing and meet one of the following categories: Disabled, Endangered, Involuntary, Runaway Juvenile, Catastrophe Victim, or Other.

(3) Unidentified Persons

Unidentified deceased, unidentified catastrophe victims, or unidentified living persons (amnesia victims, young children, etc.)

(4) United States Secret Service Protective

Individuals who may pose a threat to a protectee such as the President; records entered only by the US Secret Service in Washington, D.C.

(5) Foreign Fugitives

Fugitives wanted in another country who may be in the U.S.; records entered only by U.S. Interpol

(6) Violent Gang/Terrorist Organizations File
Identifying information regarding violent criminal gangs and terrorist organizations and their known members

(7) Immigration Violators

Criminal aliens who have been convicted of a felony and deported from the U.S.; records entered only by Immigration and Customs Enforcement. (Formerly, INS).

(8) Convicted Person on Supervised Release

Persons under the supervision of a criminal justice supervision agency and convicted of felonies, serious misdemeanors, or federal crimes

(9) Protection Orders

National file of domestic violence orders entered by N.C. and other states

(10) Sexual Offender Registry

National file of registered sexual offenders entered by N.C. and other states

(11) Stolen License Plates

License plates that have been reported lost or stolen

(12) Stolen Vehicles

Vehicles that have been reported stolen; includes cars, trucks, tractors, airplanes, motorcycles, riding lawnmowers, trailers, etc.

(13) Felony Vehicles

Vehicles that are not reported stolen but have been used in the commission of a felony
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(14) Stolen Parts

Parts to vehicle or boat identifiable by a unique serial number, such as transmissions, engines, outboard motors, etc.

(15) Stolen Boats

Boats that are registered or documented and have hull (serial) and/or registration numbers affixed

(16) Stolen Guns

Serially numbered weapons for which a theft report exists

Note: All gun entries must contain serial numbers. Model numbers, stock numbers, or owner-applied numbers may NOT be used in place of serial numbers.

(17) Recovered Guns

Weapons (abandoned, seized, or found) for which no stolen or lost gun report exists and in the possession of law enforcement or is readily available for examination

Note: All gun entries must contain serial numbers.

(18) Lost Guns

Lost or missing weapons for which the entering agency has supporting documentation

Note: All gun entries must contain serial numbers.

(19) Felony Guns

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Weapon believed to have been used in the commission of a felony and the location is unknown.

Note: All gun entries must contain serial numbers.

(20) Stolen Securities

Serially numbered securities that are negotiable and exchangeable for cash and are identifiable by a unique serial number (money orders, travelers checks, stocks, bonds, etc.)

(21) Stolen Articles

Property or merchandise identifiable by a unique serial or owner-applied number (ex.: appliances, bicycles, livestock, etc.)

c) DCI also maintains Hot Files that are available only to North Carolina agencies. These files are as follows:

NOTE: Show slide, “DCI Hot Files.”

(1) Recovered Vehicles

Vehicles in the custody of a law enforcement agency that are not reported stolen and the owner is unknown or cannot be contacted (ex. abandoned vehicles towed by an agency)

(2) NC Concealed Handgun Permit File

Identifying information on persons who have applied for and/or have been issued permits to carry concealed handguns; information entered only by the issuing Sheriffs' Office

(3) NC Sexual Offender Registration File

Identifying information on persons convicted of certain sex offenses who are required to “register”
with the sheriff of the county in which they reside; information is entered only by the local Sheriff’s Office

Note: This information is also available on the internet, including photographs of the sexual offender. The website address is www.sbi.jus.state.nc.us/dojhaht/sor

**NOTE: Show slide, “DCI/NCIC Record Transactions.”**

d) **Record Entries:** The entry of a record into NCIC/DCI files should be made as soon as a written report is obtained. It is usually the responsibility of the case officer to make certain the record entry request is made and all pertinent data is provided for the entry.

(1) **Requirements for wanted/missing persons entries**

   (a) Agency must have supporting documentation on hand (ex.: warrant for Wanted Person entry; missing persons report for Missing Person entry, etc.)

   (b) No delay for making entry (no waiting periods)

   (c) DMV or criminal records checks should be made to obtain additional identifiers (aliases, SOC, OLN, etc.)

   (d) Provide all known alias information and physical descriptors

   (e) Provide vehicle information when available

   Note: All NCIC files (except Guns and Securities) allow images to be attached to record entries.

(2) **Requirements for property entries**
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(a) Serial numbers, makes, models

(b) Owner-applied numbers (OAN) may be used for articles, boats, and vehicles if serial numbers are not available

(c) Owner-applied numbers (OAN) cannot be used for gun entries in any case; serial numbers must be used

(d) Both vehicle identification number (VIN) and license plate information (if applicable) should be provided on stolen vehicle entries in order for the record to be retained for more than 90 days

Note: All NCIC files (except Guns and Securities) allow images to be attached to record entries.

(e) Record Updates: Entries should be updated (modified or supplemented) by entering agency if:

(1) Additional identifiers (aliases, additional DOB's, etc.) are obtained at any time in the ongoing investigation; or

(2) Original data entered is incorrect.

(f) Record Inquiries: An inquiry is usually made upon the request of an officer or investigator and is made using information supplied by such requestor. The more information used in an inquiry, the more likelihood of obtaining a correct match.

(1) Person inquiries

(a) The inquiry initially searches by a numeric identifier (SOC, OLN, FBI); if no “hit” or match, then the inquiry searches by name and DOB
(b) Name searches are based on a sound-a-like with DOB match.

(c) Inquiries can be made on persons using a “streetname”.

(d) Wanted persons inquiries by name will cause a multiple file search. Responses may be received from any of the following files:

- Wanted Persons
- Missing Persons
- US Secret Service Protective
- Foreign Fugitive
- Convicted Persons on Supervised Release
- Violent Gang/Terrorist Organization
- Immigration Violators
- Sexual Offender
- Protection Order
- NC Concealed Handgun Permit
- NC Sexual Offender Registration

(2) Property inquiries

(a) Articles can be searched by a unique serial number or owner applied number.

(b) If vehicle inquiry is by license plate, with no match, request another inquiry by VIN since tag information is removed from entries one year after the tag expires.

(c) A stolen vehicle inquiry by VIN or LIC will also search those files which have such vehicle information in the record entry (example: Wanted, Missing, License Plates, etc.).

(3) Local recovered property files
(a) In addition to DCI/NCIC Hot Files, many agencies also maintain local property files. Each officer should review local records to determine whether recovered property is linked with previous crimes.

(b) If recovered property is to be released to the owner, searches of national and local files may reveal the owner's name, address, and telephone number. If the owner's name is the only data available, address and/or telephone numbers may be located through, police reports, telephone directories, DMV files, utility and tax records.

(c) If the recovered property is identified as evidence in a criminal proceeding, it should be held as physical evidence until the disposition of the case.

(4) Hit Confirmations: When a DCI/NCIC inquiry results in a "hit" or match, the inquiring agency should immediately confirm the record with the entering agency before apprehension of such person or property. An opinion from the North Carolina Attorney General states that a confirmed hit is sufficient probable cause to obtain a fugitive warrant. 49

NOTE: Refer to handout, “Wanted Persons Inquiry Response.”

g. Record Removal: Once the stolen property is recovered or the wanted/missing person is apprehended, your agency must immediately remove that property or person record from DCI/NCIC files. Again, it is usually the responsibility of the case officer or detective to request the removal of the record. 50

3. Criminal history record information files (SBI, NCIC, NICS and AOC)
NOTE: Show slide, “Criminal History Record Files.”

NOTE: Refer to handout, “Access and Dissemination of Criminal/Investigative Records Data.”

a) NC SBI

(1) The SBI Computerized Criminal History (CCH) files provide users with information on individuals who have been arrested and have been fingerprinted. A criminal history record may contain the following information:

(a) Identifiable descriptors (name, race, sex, SOC, FBI, SID, fingerprint classification, etc.);

(b) Arrest information (arresting agency, charges, dates of arrest, etc.);

(c) Court disposition data; and,

(d) Custody/supervision information.

(2) A North Carolina criminal/investigative inquiry can be made using a name only (or street name, i.e., "Snake") if other information is not available; however, the more information that is used in an inquiry, the better the chance for an accurate "hit."

b) FBI/National Crime Information Center

(1) NCIC maintains an Interstate Identification Index (III), which is a national identification index for criminal histories.

(2) A “No Record” response from DCI/NCIC files should not be taken to mean that the subject does not have a criminal record. This response means only that the subject does not have an index in that particular computer. The subject may have
c) National Instant Check System (NICS)

(1) The Federal Bureau of Investigation maintains NICS, which is a national database for determining whether an individual is disqualified under state/federal law from purchasing, possessing, or receiving a firearm.

(2) Used by Sheriff’s Offices in N.C. in the issuance of permits to purchase handguns and permits to carry concealed; also used by federal firearms licensees (gun dealers) before the sale of a firearm to an individual when a N.C. permit to purchase is not required.

d) North Carolina Administrative Office of the Courts

(1) The Administrative Office of the Courts (AOC) criminal court records may contain information on felony, misdemeanor, and traffic charges against individuals. These are locals records maintained by the clerk of court in each county.

(2) Warrant information and criminal records inquiries can be made into the AOC files to check a specific county, group of counties, or statewide search.

(3) An AOC response which indicates an unserved warrant on file against an individual is not probable cause to arrest the individual. Agencies should use the AOC response only as a pointer to contact appropriate officials reference the unserved warrant.

(4) Inquiries into the AOC files include:

(a) Criminal defendant name inquiry;
(b) Criminal court record (by court docket number);

(c) Criminal defendant individual record (by fingerprint card check digit number, local ID number, or SID number); and,

(d) Defendant/witness court schedule.

e) Uses of criminal history/investigative records:
   Criminal/investigative records serve as a valuable tool for criminal justice agencies in the performance of their duties such as:

   (1) Investigations
   (2) Bond hearings
   (3) Court proceedings
   (4) Issuance of weapons permits
   (5) Criminal justice employment

f) Specific CCH inquiries by an individual’s name, DOB, and other personal identifiers will also check DCI/NCIC files to determine if the subject is wanted/missing.

   NOTE: Refer to handout, "Access and Dissemination of Criminal/Investigative Records Data."

g) SBI/NCIC criminal records are available only to authorized criminal justice agencies on a “need-to-know” basis. NCIC/DCI policies require agencies to maintain documentation for at least one year showing dissemination of criminal records. Stiff criminal, civil, and administrative sanctions await individuals who misuse this information.

NOTE: Refer to handout, “NLETS.”

NOTE: Show slide, “NLETS.”

a) NLETS is a communications system established by law enforcement and criminal justice agencies for interstate exchange of criminal justice information. NLETS computer system allows communications between each of the fifty states and Canada.54

b) Out-of-state data available through NLETS:55

(1) Out-of-state vehicle registration - inquiries may be made using:

(a) Owner's name and DOB56

(b) License plate information

(c) Vehicle identification number (VIN)

(2) Out-of-state driver's license information - inquiries may be made using:

(a) Driver's name (DOB and sex most common options used, but may be made in some states using name only)

(b) Operator's license number

(c) Inquiry using name/DOB/sex will perform an automatic wanted/missing search; inquiries made using just OLN or “name only” do not check wanted/missing files.

(3) Out-of-state boat registration (inquiry allowed by hull/serial number, registration number, or owner's name)57

(4) Out-of-state criminal history information58
(5) Out-of-state probation, parole and corrections information

(6) Hazardous materials information (inquiry by placard number to obtain US DOT emergency response guidelines)

(7) Out-of-state criminal justice related administrative messages

(8) Canadian Police Information Center (CPIC)
   (a) Vehicle registration
   (b) Driver’s issuance
   (c) Wanted/stolen files
   (d) Criminal history files

(9) National Insurance Crime Bureau (NICB)
   (a) Vehicle impound files
   (b) Vehicle export files
   (c) Vehicle shipping files
   (d) Vehicle salvage files
   (e) International Index (stolen vehicles)

(10) Immigration and Customs Enforcement law enforcement support inquiry
     (a) Used to determine status of an alien when in custody or a suspect in a crime
     (b) Officer should provide as much information on suspect as possible (same as criminal record search)
(11) Out-of-State sexual offender records

5. Department of Transportation/Division of Motor Vehicles

DCI has a computer link with DMV which allows DCI users access to the drivers license and vehicle registration files within North Carolina.\(^6\)

NOTE: Show slide, “NC Vehicle Registration Information.”

a) NC vehicle registration information\(^6\)

(1) Inquiries may be made using:

(a) License plate (LIC)

(b) Vehicle identification number (VIN)

(c) Owner’s name (city of residence optional)

(d) Title number

(e) Customer ID number

(f) Handicap placard number

Registration responses may provide the current owner, most current address, lien information, and insurance information.

(2) North Carolina vehicle registration inquiries by license or VIN will also check to see if the vehicle is stolen or person driving the car is wanted or missing. Vehicle registration inquiries using any other identifiers (title, customer ID, owner’s name) will not check wanted/stolen files.

(3) Partial license plate inquiries cannot be made through the DCI system. Partial plate requests must be handled directly by DMV by providing a written (letterhead, fax, e-mail) request.
b) NC drivers license issuance information:

NOTE: Refer to handout, "DMV Vehicle Registration Inquiry/Response."

NOTE: Show slide, “Drivers License Information.”

(1) Inquiries may be made using:

(a) Name (may give multiple responses; additional identifiers can be given such as age/DOB, city and/or county of residence, race, and sex); or,

(b) Operator’s license number (customer ID)

(2) The individual response will give the following information: name, address, license number, DOB, race, sex, eye/hair color, issuance/expiration dates, restrictions if any, current suspensions/revocations if any.

(3) Individual driver’s history information can be obtained by operator's license number. Moving violations and DWI convictions are provided in the response. Driver's history information is restricted to criminal justice agencies and cannot be given out to the public. Driver history information cannot be read out over the radio. Some dispatchers use “signal” codes when relaying driver history information to the officer.

(4) When an individual's NC driver's issuance/history record is requested by an agency, the inquiry automatically searches DCI/NCIC files to determine if the individual is wanted, missing, etc.

NOTE: Refer to handout, "Driver History."

(5) DMV allows law enforcement and criminal justice agencies access to NC driver's digital photographs and signatures through the Image...
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Retrieval for Law Enforcement (IRLE). This fax-on-demand system is free for qualified agencies. Contact DMV directly for access information.

6. Other uses of DCI

a) Exchange of messages or alert bulletins to any other DCI terminal agency or group of DCI terminal agencies.

b) Off-line Hot File searches (ex.: determining if a particular suspect has been inquired on by other agencies, inquiries of all wanted/missing persons with specific tattoos, etc.).

c) Log extracts of incoming and outgoing traffic between agencies and/or terminals.

7. Liability areas

a) Each agency causing a record to be entered into DCI/NCIC files shall be responsible for the accuracy, completeness, and validity of such record. Failure to properly maintain these records could result in civil liability.

b) The biggest area of liability dealing with criminal record data is the false arrest or imprisonment of someone due to erroneous data in the computer. For example:

(1) Arresting an individual on an NCIC unconfirmed “hit” when the warrant had been served, but entry had not been removed.

(2) Arresting an individual based on a Wanted Person “hit” made on a sound-a-like name/DOB match.

Both of the examples exemplify the great need of each officer to make certain every computer “hit” is confirmed and verified prior to taking enforcement action.

III. Conclusion
A. Summary

In today's modern communication center, it is essential that not only the communications personnel know how to operate the state-of-the-art equipment, but that the law enforcement agency also be familiar, with how that same equipment operates. Technological advances now allow law enforcement to advance beyond the usual telephone and radio operations. Added to this mix is now a must-have working knowledge of a most up-to-date data transfer information system - the Division of Criminal Information (DCI).

NOTE: Show slide, “Training Objectives.”

NOTE: Review each of the training objectives and review the material covered under each objective.

B. Questions from the Class

C. Closing Statement

Each officer in the law enforcement profession must be aware of all the different types of communications available to them in the day to day performance of their professional duties. They must understand the importance of the SBI's Division of Criminal Information (DCI) and know what information is available from the computer system interfaced with DCI. They must know how to use their radios and other modes of communications available. Quality communications is a key element in the apprehension of the perpetrator of a crime and in the safety of the officer.
NOTES


2. Ibid.

3. Ibid., 41.

4. Ibid., 43.


6. Ibid.

7. Ibid.

8. Ibid., Unit 7, 24-25.

9. Ibid.

10. Ibid.

11. Pivetta, 44.

12. Ibid.

13. Ibid., 55.

14. Ibid., 54.

15. Ibid., p. 57.

16. Ibid.

17. Ibid., 43.


19. Ibid., 19.
20. Duffy, Unit 7, 19; Unit 8, 17.

21. Ibid., Unit 8, 25.

22. Ibid., Unit 7, 11-12.

23. Ibid., Unit 7, 17.

24. Ibid., Unit 8, 20-21.


26. Ibid., Unit 7, 22-26.

27. Ibid., Unit 7, 19-22.


29. Ibid., 16.


31. NC State Bureau of Investigation, Division of Criminal Information, Module 1 - Introduction to DCI Network, Student Outline and Exercise Workbook (Raleigh: NC State Bureau of Investigation, May 1, 1996), 1.

32. Ibid., 3.

33. NC State Bureau of Investigation, Division of Criminal Information, Module 2 - Inquires to Hot Files, DMV, Boats & Aircraft, Student Outline and Exercise Workbook (Raleigh: NC State Bureau of Investigation, January 1997), 1.

34. Ibid., 2-6.

35. NC State Bureau of Investigation, Division of Criminal Information, Module 1 – General Inquiries, Student Outline and Exercise Workbook (Raleigh: NC State Bureau of Investigation, November 25, 2003), 6.

36. Ibid., 20.
37.  


40. Ibid.


42. *Module 2*, 1.

43. Ibid., 2.

44. Ibid.

45. NC State Bureau of Investigation, Division of Criminal Information, *Module 4 - Computerized Criminal History Inquiries*, Student Outline and Workbook (Raleigh: NC State Bureau of Investigation, June 1, 1996), 3.


47. Ibid., 5.


49. Ibid., 6-7.


51. Ibid., 1, 5.

52. NC State Bureau of Investigation, Division of Criminal Information,
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*Module 3 - AOC Inquiries*, Student Outline and Exercise Workbook (Raleigh: NC State Bureau of Investigation, May 1, 1996), 1-3.

55. *Module 2*, 14, 16.
56. NC State Bureau of Investigation, Division of Criminal Information, *Module 1 – General Inquiries*, Student Outline and Exercise Workbook (Raleigh: NC State Bureau of Investigation, November 25, 2003), 38.

60. *Module 1*, 2.
61. Ibid., 3.
63. Ibid., 16-17.
64. *Module 1*, 2.
68. *Module 5*, 1.