2020

New Mexico Department of Public Safety Communications Manual

OPR:31 Telecommunications Attachment A

Approved by:
NM DPS Communications Bureau

Mission Statement:

It is the mission of the Department of Public Safety Communications Bureau to serve as the vital link to public safety services for the community and employees; delivering these services with professionalism, integrity, and compassion.

COM:01 Administration

1.100 Communications Bureau Administration

1.101 Statement

Generally, citizens request services normally begin by calling the Communication Center. The New Mexico State Police Communications Bureau team members are vital and valued members of the New Mexico Department of Public Safety, DPS.

Each of the three DPS Communications Centers provides support to the DPS departments and subscriber agencies, which include receiving emergency and non-emergency telephone calls, tracking calls using a Computer Aided Dispatch system, relaying events, supporting units via radio and MDT's and managing warrants. Communication with local, state, and national agencies is provided through radio networks, telephone/teletype links, and computer-based information systems.

1.102 Purpose

This manual has been compiled from several sources including the New Mexico Association of Counties (NMAC rules), State Personnel rules, Department's Administrative, Operations, Personnel orders, Internal Departmental Communications, Directives, and training documents. It is designed to provide guidelines and policies for performing the duties required by the Communications Bureau. Communications Bureau team members will adhere to these and all department rules, orders and directives.

1.103 Maintenance

For practical reasons, policies set forth here are not effective retroactively. They apply only to activities that began on or after the release or revision date of the pertinent policy.

The ultimate responsibility for compliance with policies and procedures contained within this manual rests with the team members of the Communications Bureau. Communication Regional Managers and supervisors are responsible for ensuring that all department orders are complied with. Questions or suggestions involving the contents of this manual will be forwarded to the Communications Bureau Director through the normal chain of command.

1.104 Responsibility

It shall be the responsibility of each member to review all manual revisions as they are published. Newly adopted or modified policies and/or procedures shall be distributed electronically via E-mail and made available on the Insider. Each member shall review the revised order and is responsible for the information in the order upon receipt of the revision.

1.200 Organizational Structure

The Communications Bureau is the communications entity for the New Mexico Department of Public Safety. Communications Bureau team members are responsible for answering and dispatching public safety calls for service for the State Police, Motor Transportation Police, Special Investigations Division, and subscriber agencies.

1.201 Chain of Command

A. The Chain of Command for the Communications Bureau is as follows:

1. Major of State Police
2. Communications Director.
3. Communications Deputy Director.
4. Regional Manager.
5. Communications Supervisor.
6. Chain of Command for Dispatch Trainees also includes the Certified Training Officer (CTO) Certified Training Officer.

B. Operational Issues

1. When an officer requests urgent assistance that conflicts with Communications policies, the Communications Supervisor shall complete the assignment and then refer the situation to the Communications Supervisor.
2. The problem will then be discussed laterally by the Field Supervisor and Communications Supervisor. If the matter requires further attention, the parties shall submit Inter-Departmental Communication in writing to their respective chains of command.

1.300 Training

Refer to Training Directive

COM:02 Bureau Operations

2.100 Communications Center Access

2.101 Authorized Persons

A. Only authorized persons shall enter DPS Communications Centers. Access to the Communications Center is restricted to the following authorized personnel:

1. Communications Bureau staff.

2. Personnel providing relief for Communications Specialists.
3. Computer Network Personnel.
4. On-duty Commissioned Supervisors.
5. Command Staff.

B. Sworn members below the rank of sergeant shall receive permission from a Communications Supervisor or designee prior to entering a Communications Centers.

C. A Communications Specialist will accompany any other personnel requiring entrance to the Communications Centers.

D. Security:

1. Access to the Communications center is restricted to the following authorized personnel:

   a. Communications specialists not on duty, will not be allowed to come “hang out” on your time off, past your shift, or 10 minutes prior to the start of your shift.
   b. Personnel providing relief for Communication Specialists.
   c. Computer Network Personnel.
   d. On-duty Commissioned Supervisors.
   e. Command Staff.

2.102 Access

All-access to Communication Centers shall be secured always to prevent entry by anyone other than authorized persons. Only those members who are authorized shall be issued an access card to the Communications Centers.

Communication Specialists will not be expected to assist in caring for any minors while in the officer’s custody. It is not a reasonable expectation for officers to leave children in the Communication Center. This leaves Communications without required staffing as well as a safety concern for the child. The Communications Center is not equipped as a child care facility as there are electrical equipment and computers that a child might get into and hurt themselves, leaving DPS Communications liable for the child’s welfare.

2.103 Visitors

Visitors on official business requesting entry into the department facility during normal business hours must check in with the assigned personnel located in the lobby area. Visitors requiring assistance after hours must check into the Communications Center prior to accessing any interior section of the department.

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2.104 Citizen Observers

It is the policy of this department to provide an opportunity for the Citizen Police Academy participants, members of the media, and those individuals specifically approved by the Chief of Police or his designee to obtain an overview of the Communications functions and responsibilities.

A. Limitations:

1. Citizen observers will be limited to a two-hour visit, or as specified by Communications Supervisor.
2. Citizen observers will be scheduled by the Communications Supervisor who will perform a wanted check and log the information in the visitor log.
3. Citizen observers will be permitted to monitor only once every six months.

B. General Guidelines for Citizen Observer:

1. Citizens will be required to fill out an Authorization Form prior to being scheduled to observe the Communication Center.
2. Citizens must give at least 48 hours’ notice prior to the monitoring being scheduled.
3. Citizens may be subject to a background check before being allowed to monitor.
4. Citizen observers' attire shall be neat and conservative. Persons with an unacceptable appearance will not be permitted to observe.
5. All assignments will be approved by the Communications Director or their designee.
6. Citizen observers must be at least 18 years of age or accompanied by an adult.
7. Citizen observers will not be permitted to take any photographs when monitoring unless prior permission is obtained from the Chief of Police or his designee.
8. Citizen observers will not be permitted to use the CAD system, query through the NMLETS system, or use the radio.

C. General Guidelines for Communications Specialist:

1. The Citizen observer will be given a brief tour of the Communications Center and then assigned to a Communications Specialist.
2. Communications Specialists shall explain their specific job duties at the position they are assigned to and give a brief overview of center operations.
3. Citizen observers shall be instructed that they cannot talk when the member is on the phone or radio.

2.105 Family Members

A. Touring the Center

Members may bring their immediate family to the Communications Center during their off-duty periods for orienting the family to the facilities and the type of work the member does. Prior approval from the Shift Supervisor is required and when permission is granted, it must be logged in the visitor log.

B. Observing

1. Family members must be 16 years or older to observe and observation time is limited to two hours.
2. Observations are limited to once every six months per family member.
3. Permission must be granted by the shift supervisor and documented in the visitor log.
4. Observers must comply with the same guidelines as listed in 104.C.

2.106 Tour Groups in Communications Centers

A. Arrangements can be made with the Communications Director or designee for visits and tours through the Communications Center.

B. Tours will normally be limited to a maximum of ten people.

C. Tours will be scheduled on day shift only.

2.107 Animals in the Communications Centers

Animals are not permitted in the Public Safety Communications Center. However, Police Service Animals with their handlers are authorized. Service Animals will be permitted with authorization from the EEO bureau.

2.200 Rules of Conduct

Code of Conduct for all DPS members is established in ADM: 26. All rules are mandatory unless changed via a formal directive from the Secretary of DPS, the Chief of the State Police, or the Communications Director or designee.

2.201 Behavior

A. Communications Specialists are expected to conduct themselves respectfully, professionally, and courteously always in the workplace with all internal and external customers, peers, supervisors, and co-workers.

B. Improper or disrespectful comments will not be used, nor will your voice display irritation, sarcasm, anger, or other improper emotion.

C. No cursing, yelling, physical horseplay, or inappropriate behavior is permitted in the Communications Center.

D. Sleeping on duty is not permitted.

E. Honesty and integrity are critical characteristics of Communications Specialists; speak the truth always.

F. Gossip will not be tolerated. Making speculative comments about a supervisor and/or co-worker creates a negative work environment, makes coworkers uncomfortable, and can undermine the work mission.

G. Failure to follow directives is insubordination and subject to disciplinary action.

2.202 Conflict

A. Communications Specialists encountering conflicts on Communications procedures or problems during their shift shall immediately report them to the Communications Supervisor or designee.

B. Field Officers calling Communications members on procedural complaints shall be directed to contact their Field Supervisor who will, in turn, contact the Communication Supervisor.

C. Disputes between field personnel and communications members over the radio shall not be tolerated.

D. Conflicts will be discussed laterally by the Field Supervisor and Shift Supervisor. If the matter requires further attention, the parties shall submit reports in writing to their respective chains of command.

2.203 Confidentiality

All matters related to the Communications Center and the Department of Public Safety is considered confidential and must not be discussed with unauthorized personnel.

2.300 Communications Center Safety Rules

Refer to Loss Prevention Control in the insider under Employee General Office Safety.

2.301 Equipment

A. Report all mechanical defects immediately to the proper personnel. In the event of an outage or service interruption including CAD, telephones, recorders, or radios initiate notifications procedures.

B. Never attempt to repair any equipment in the Communications Center unless you are qualified and authorized to perform the repair.

C. All equipment must be disconnected from its power source before dismantling for inspection or maintenance.

2.302 Console Safety

A. Keep drawers closed, wastebaskets in place, and any moveable objects from where they could pose a problem.

B. Do not stand or sit on the desk for any reason.

C. Never spray any chemicals, deodorants, hairsprays, or similar substances at or near the console/desk area.

2.303 Firearms

Possession of firearms is prohibited by civilian personnel (excluding training staff at the LEA) in all DPS facilities.

2.304 Building Security

A. Report all suspicious activity or any unattended vehicles immediately.

B. Ensure that building security is maintained, securing all doors, ensuring gates are closed.

C. Report all security-related maintenance issues immediately, to include light bulbs, malfunctioning gates, doors, security, and camera systems.

2.400 Attendance Requirements

Personnel Rule: Refer to PRS:15 Absences from work for the complete DPS policy pertaining to attendance and absences.

2.401 Safety-Sensitive Positions

A. Communications Specialists and Communications Supervisor positions are considered safety-sensitive positions, indicating these positions are critical to the delivery of public safety services.

B. As a 24 X 7 operation in a safety-sensitive environment, more restrictive notices are required to ensure adequate staffing levels. These more restrictive notice requirements must be consistently applied. You can be mandated to work without notice when there is a staffing shortage.

2.402 Annual Leave / Comp Time Requests

A. Any request for annual leave or comp time must be submitted at least three days prior to the requested time off on the leave request form, via email, and calendar invites.

B. If you do not have sufficient leave balances to cover the requests upon submission of the leave requests, you are required to take leave without pay. You will be responsible for all automatic withdrawls, ie. Insurance.

D. Every attempt to approve a properly submitted leave request will be made; however annual leave requests approval is subject to the legitimate operational needs of the Department.

E. The Department may cancel previously approved leave requests only in the event of an unforeseen circumstance which requires cancellation of the leave to meet critical operational needs.

2.403 Illness

A. A Communications Specialist or Communications Supervisor who is unable to report to work because of illness will notify the supervisor at least two (2) hours prior to their scheduled reporting time unless you have an emergency or other conditions that make it impossible. Notification must be made by the employee unless the condition of the employee makes it impossible.

B. The notification shall occur via a telephone call.

C. If unable to reach the immediate supervisor, the Communications Specialist may notify the next level in the chain of command, up to and including, the Communications Director.

D. Upon return to work, a leave request form shall be completed and submitted to the immediate supervisor.

2.404 Arrival to Work / Tardiness

A. The shift begins at the top of the hour. The Communications Specialist is expected to be in the Communications Center, with all equipment prepared to relieve the prior shift personnel from the designated radio console at the top of the hour.

   1. Do not arrive more than ten minutes before your shift and do not stay more than ten minutes at the end of your shift, unless directed by your Supervisor, Regional, or Deputy Director.

   2. You will be given time to store your belongings, retrieve your headset, and receive updates from the outgoing dispatcher.

   3. If for any reason a shift extension is required to complete work assignments, please notify a supervisor to approve overtime.

B. If running late, the Communications Specialist shall notify the Communications Supervisor within 10 minutes via phone call (NOT TEXT).

C. If unable to reach the immediate Supervisor, the Communications Specialist shall call the Communications Center and notify the on-duty Communications Specialist of the potential late arrival, then contact the Regional Manager.

D. Any arrival at work after the top of the hour of a scheduled or overtime shift shall result in the submission of a Tardy Slip to the Communications Director through the Communications Chain of Command prior to the conclusion of that shift.

   1. The Tardy slip will be excused or unexcused by the Communications Regional Manager/Deputy Director based upon the circumstances.

   2. The third incident of unexcused tardiness within a 12-month time frame will begin progressive disciplinary. The year will begin on January 1st and end on December 31st each year.

3. Unexcused tardiness will result in progressive disciplinary actions, up to termination if not corrected

2.405 Emergency Conditions and Call Out

In cases of emergency, when additional staffing is required, the Communications Shift Supervisor shall call as many off-duty members to report as are needed to fill the positions, for as long a period as the emergency exists.

The order of call out will be:

A. The next on-coming shift.

B. Members who are on their regular day off.

C. Members who have just completed their shift.

2.406 Training Sessions and Mandatory Meetings

Attendance at all scheduled training sessions and mandatory meetings is required unless excused by the Communications Director or designee. Failure to attend training sessions and mandatory meetings will be treated as an Absence without Authorized Leave and subject to disciplinary action. All training requests must have prior approval by the Communication Supervisor. This includes DPS and state-sponsored training that occurs on the employee's days off. The regional manager is responsible for posting all training sessions and mandatory meetings on the "Communications Shared Calendar".

2.407 Work Breaks

A. One 20-minute break for every four hours worked shall be taken as workload permits.

B. Only one Communications Specialist shall be on break at a time.

C. All breaks are subject to recall and breaks cannot be combined.

D. Communication Specialists will not be compensated for missed breaks.

2.408 Presence in the Communications Center

All on-duty Communications Specialists will remain within the physical confines of the Communications Center, at their assigned consoles, unless authorized to be elsewhere, i.e. break, physical fitness time, etc. A Communications Supervisor or designee must be notified when a Communication Specialist is requesting to leave the center. Not more than one Communication Specialist will be permitted to leave the center at a time unless urgent circumstances exist.

2.409 Concluding Assigned Shift:

A. Members shall not leave their assigned position until the end of their scheduled shift, and the designated relief person has been briefed. Any exceptions shall be approved by the Communications Supervisor or designee.

B. Whenever relieved for a break or at the end of an assigned shift, the Communications Specialist shall log off the phone and CAD systems. The oncoming relieving Communications Specialist shall log on to the phone and CAD system.

C. The departing Communications Specialist shall brief their relief of any current activity on the assigned frequency, such as previous exceptional events that may have a future impact, equipment malfunctions, channel restrictions, etc.

D. Employees leaving the building prior to the end of their scheduled shift without supervisor permission are subject to disciplinary action and adjustments will be made to their timesheets to reflect the time not worked.

2.410 Work Schedules

Work schedules will be posted at least monthly. All shift work personnel will be required to keep track of their specific assignments, as well as, any overtime they may have reported.

2.411 Overtime

Overtime will only be permitted by authorization from a Communications Supervisor. If held past the shift end time, notify a Communications Supervisor. If no Communication Supervisor is on-duty, you must send an email to your assigned supervisor with the reason for the hold-over.

2.500 Shift Bidding Process

Refer to Current Directive

2.600 Evacuation

Refer to District Evacuation Plan

2.700 Dress Code

A. Refer to the current policy for information.

B. The dress code policy applies to Communication Supervisors, Communication Specialists, and those Communication Specialists assigned to other duties, such as TAC, IPRA, and QA.

C. Directors, Regional Managers, and Training Supervisors are expected to dress in casual business attire, with a casual Friday.

2.702 Reporting to Work Outside of the Communications Center

When reporting to work outside of the Communications Center for special assignment or training, members will dress in business attire. Business attire includes dress slacks, trousers, skirts, blouses, dress shirts, polo shirts, and sweaters.

2.703 Reporting for an On-Duty Ride Along

Refer to the current directive for information.

2.800 Dispatcher Transfers

A. The request should be submitted in an IDC through the chain of command.

B. The center being requested in the transfer must have an open position. The Communications Specialist will be required to fill out an application in the district they are transferring to.

C. Communications specialists requesting a transfer, the requirements are that they are in good standing in their current position.

D. There will be no moving allowance to relocate.

E. Each request will be reviewed on a case by case basis by a committee consisting of the communications management team.

2.900 Cell Phone Policy

Personal Cell Phones are not permitted in the Communications Center.

A. When attending any type of training the cell phone will be on silent and kept out of sight, you will only check it during breaks.

B. Cell Phones will be kept in your POV or locker during your shift, and will not be used for the duration of your shift. Personal cell phones are not allowed on the dispatch floor at any time without the permission of the Regional Manager, Deputy Director, or Director.

C. Talking on a personal cell phone in the communications center is prohibited.

D. Dispatch information shall not be relayed via text or voice on a personal cell phone. All requests for dispatch or any issues requiring emergency services will be requested over a recorded line (phone or radio).

E. NOTICE-Personal cell phones used to relay any DPS business may be subject to public records request and anything on the cell phone may be examined as part of any legal action.

F. Personal cell phones are prohibited for use in the Dispatch Center and will because of disciplinary action up to termination for violation of this directive.

G. This does not apply to State issued Cell phones that are primarily issued to the Supervisory Staff.

2.901 On-Call Policy

Refer to the current directive for information.

2.902 Per Diem and Travel Policy

Refer to the current directive for information.

COM:03 Use of Property/Equipment

3.100 Maintenance/Issuance of Department Property

Look for equipment issued

3.200 Storage of Records/Record Retention

Supervisors, here is an update on records retention and practices throughout the eight DPS Communications Centers. Effective immediately, the following Records Retention guidelines will be adhered to:

A. Canceled, Quashed, or Cleared Warrants:

1. Warrants are returned to the issuing Court.

2. NCIC requirements indicate that these files must be retained as long as there is a possibility of litigation. o Hit confirmations, locates, and administrative messages are available through Tim Struck and the NCIC Coordinator for three to five years.

3. DPS Law Enforcement Records Bureau Director Regina Chacon advised we shall maintain these records for three (3) years. o These records are maintained electronically through Tim Struck the NCIC Coordinator.

B. Teletypes, Administrative Messages, III Logs, and NCIC Validations1:

1. NMLETS Operating Manual; page 5; http://dpsportal:8888/docs/NOV-2012-NCIC-NMLETS-OPERATING-MANUAL.pdf

2. New Mexico Administrative Code;1.15.2.510.D; **http://164.64.110.239/nmac/parts/title01/01.015.0002.htm**

3. All NMLETS terminal agencies should maintain message files (all messages sent and received by the terminal) for a minimum of one (1) year. NCIC Triple I logs and NCIC validations documents will be maintained for one (1) year.

4. Wrecker Logs2:

   Retention: one year after the close of the fiscal year in which it was created. All paper records must be inventoried prior to destruction. Destruction of records must occur via a vendor who has successfully completed a Background Check. Currently, the DPS Communications Bureau is using

Shred-It as the service provider. This may change annually based on vendor contracts.

5. Please direct all questions to Deputy Director Glendora Orphey.

Refer to the current directive for information.

3.300 Recording Equipment

Must be checked, maintained, and only authorized personnel will have access.

3.400 Equipment Malfunctions

Follow training bulletin procedures.

3.500 Department Vehicle Use

Refer to the current directive for information.

3.600 Area Housekeeping

Refer to each Communication Center's Housekeeping Checklist

COM:04 Radio & Telephone

4.100 General Use of Radio

The Department of Public Safety Communications Bureau provides 24-hour radio communications. All members of the Communications Bureau will comply with all FCC regulations when operating the radio.

A. To eliminate the need for undoing repetition of communication messages, voice transmissions should be made with maximum articulation with the following technique:

1. Key up the microphone for two-three seconds before speaking and do not unkey for one to two seconds after transmitting to avoid cutting off the transmission.

2. Keep the microphone two-three inches from your mouth. Speaking too closely to the microphone or holding the microphone too far from your mouth will cause your voice to be unintelligible.

3. Transmissions should be brief, accurate, and contain specific information.

4.200 Dispatch Skills and Voice Control

A. Dispatching skills:

1. Priority calls should ALWAYS be dispatched first.

2. Assign units according to their assigned patrol districts and areas.

3. Minimize stack time. Stack time is elapsed time from call receipt to call dispatch.

4. Provide proper backup units when the situation warrants.

5. Provide complete, accurate, and specific information.

6. Think before you transmit, know what you want to say before you say it.

7. Transmissions should be short and to the point.

B. Diction

1. Speak clearly and distinctly, always.

2. Words or voice inflections when broadcast reflects or indicate irritation, disgust, or sarcasm must not be used.

3. Courtesy can be more aptly expressed by tone of voice and manner of presentation than by words.

4. Eliminate all unnecessary talking.

5. Nothing imparts confidence more than a Communication Specialist whose voice is impersonal, clear, and instant.

   a. A Communication Specialist's voice should give the distinct impression that he/she is "on their toes", alert and ready for any contingency.

   b. A Communication Specialist's replay must be immediate and decisive.

   c. The key to having units remain as calm as possible is by the Communication Specialist also remaining calm and showing no emotion. This will keep the situation under control and give the officer(s) reassurance.

4.300 Radio Operating Procedures

Decisions - Call prioritizing is the systematic process of determining the appropriate response based on the criteria presented by the caller and agency procedures. During the first few seconds of an emergency call, the Communication Specialist must judge the characteristics of the call to determine the level of service needed to assist the caller. Every complaint received must be prioritized and dispatched in accordance with the units available. Factors such as the threat to life and property, in-progress situations, and any information provided by the caller must be considered when determining priority.

A. Status – All on-duty officer activity will be recorded using the CAD system, including indicating when field personnel are out of service.

1. Officer status should always be kept accurately, including time and location.
2. Be sure to "echo" your units.
3. Reach your units by using the unit identifier.

B. The radio is not an appropriate medium for personality conflict, arguments, "chewing out" or sarcasm. All personnel will be treated courteously and tactfully over the radio. Sarcasm, profane or obscene language, innuendoes, etc., will not be permitted. If problems exist, when time permits, advise the on-duty supervisor. The Communication Specialist is responsible for all transmissions. If a transmission is unreadable, the Communication Specialist is to have the officer repeat using the appropriate ten-code until the information is understood.

C. The Communication Specialist is responsible for control of the air. Control of the air may be obtained in the following manner:

1. If units are trying to reach the Communication Specialist, the Communication Specialist will acknowledge one unit by saying the unit number, followed by "go ahead." This automatically signals the officer that the air was not clear. They will systematically acknowledge the units one by one.
2. When working a priority call and multiple units begin to transmit without acknowledgment by the Communication Specialist, as soon as communications have regained control of the air, the Communication Specialist will advise, "All units except (the unit with the emergency)10-3 the air.

D. Transmissions should be kept short and to the point. When a call for dispatch contains a long narrative, it is appropriate to transmit the pertinent information over the air and advise the officer additional information is contained in the narrative of the call. You may also send the unit a message to their laptop, or have the unit call the station.

E. Do accept landmarks or building names as a location in rural areas as these areas are not properly marked or addressed. Obtain location description and clear directions, if possible. This could include intersections, cross streets and

F. cattle guards. There are several locations that have the same business name, but different addresses.

4.400 Priority Definition & Dispatcher Calls

A. Routine/Non-emergency response

1. A routine/non-emergency response is appropriate when the caller fails to present a life-threatening situation but meets the criteria for some level of response.
2. This response is usually appropriate when the caller is reporting an incident that can be handled over the telephone or in person.

3. This response does not justify lights and sirens. Units will respond, observing all applicable traffic regulations and traffic control devices.

B. In-Progress Calls Response

1. These calls include situations, where information is received that life or property, is threatened, in imminent danger, or a crime is being committed at that very moment, has just happened, the offender is believed escaping, and/or the complainant reports that a serious offense is about to be committed.

2. This category includes calls such as hold-ups, aggravated assaults, burglaries, murders, or bank robberies.

3. Burglaries are not included in this category if the caller has already checked the dwelling and know the subjects are no longer on the scene.

C. Emergency Response - An emergency response is appropriate when the caller presents criteria which include a life-threatening situation where failure to respond on an emergency basis could jeopardize life and property. This response requires lights and sirens.

1. The first unit to arrive at the scene will assume command and advise the Communication Specialist if other units should continue a routine or emergency basis.

2. Emergency calls will not be held or delayed unnecessarily. The shift supervisor will be notified immediately if there are no units available to handle the emergency.

3. The following calls will be dispatched as a priority:

a. All **in-progress** calls where the immediate danger of death or serious bodily injury

b. All **emergency** calls where the immediate danger of death or serious bodily injury, i.e., sick or injured person calls, accidents, and drowning is present.

D. Officer needs help - Urgent

1. Emergency Response- Officer Requiring Assistance-Duress Activation

a. Upon hearing the duress signal on the radio, the Communications Specialist will confirm the number and check the duress list to verify which officer the number is assigned to. Communications personnel may receive duress signals that originate from other districts within the state. In this event, the Communications Specialist will advise the appropriate district.

b. The Communications Specialist shall contact the nearest officer and dispatch the unit to the last known location of the officer whose duress is going off. The Communications Specialist shall continue to attempt to reach the officer by radio, cell phone, and CAD messaging. Should the Communications Specialist reach the officer, he/she will arrange to meet the responding officer to verify that no emergency exists.

c. The Communications Specialist shall also notify the field supervisor on duty. Should there be no supervisor on duty, in the event the duress alert is an actual emergency, the Communications Specialist will contact the on-call field supervisor and apprise of the emergency.

d. The responding officer is to make physical contact with the officer whose duress was activated. The responding officer shall inform the Communication Center of the condition of the officer whose duress was activated.

e. If the duress signal received by the Communication Center does not belong to the district in which the signal is received, the receiving Communications center shall notify the appropriate district and aid immediately.

f. In the event there is an actual emergency, assistance will be dispatched according to the officer's needs.

E. Emergency Response- Non-Duress related

1. Upon receiving an emergency broadcast (pursuit, assistance needed, critical incident, etc.), the Communications Specialist will clear the air and advise other units that an emergency exists.

2. The Communications Specialist will attempt to gather information on the emergency and relay it to other units, as well as the on-duty or on-call field supervisor.

3. The Communications Specialist will request appropriate resource's as the situation dictates.

4. In the event of a major critical incident that may require additional communications personnel, the Communications Specialist will also notify the Communication's Supervisor.

F. Officers Involved in a Pursuit - Pursuits are a necessary component of the Law Enforcement function. Vehicle pursuits are tense, uncertain, and rapidly evolving. The safety of the public, officer's and fleeing suspect(s) is of paramount importance. The Communication's Specialist is a critical component for bringing pursuits to a safe resolution.

1. When Communications Specialist receives information about a vehicle or foot pursuit, the Communications Specialist shall follow the DPS Pursuit Policy (OPR:8) to include, but not limited, to the following;

a. Clear the affected channel for emergency traffic.

b. As much pertinent information as possible will be obtained about the situation.

c. The information shall be relayed to the field supervisor and units dispatched for backup, this information should include, but not be limited to the following from the DPS Pursuit Checklist (All information gathered must be entered in CAD)

d. Acknowledge unit calling pursuit and repeat details back over the air:

   i. Location

   ii. Direction of Travel

   iii. Speed

   iv. Reason for the Pursuit

   v. Vehicle Description/Plate

   vi. Weather condition

   vii. Traffic conditions

e. Advise the uniform supervisor on duty or on-call

f. Locate the second unit to assist

g. Maintain contact with the unit

h. Check wants and warrants

i. Continually update location and pursuit details over the air

j. Notify surrounding agencies

2. At the end of the pursuit

   a. Announce pursuit ended

   b. Include final location

   c. Notify EMS agency if needed

   d. Notify surrounding agencies

3. If the pursuit is terminated

   a. Announce pursuit terminated

   b. Last know location and information

   c. Notify surrounding agencies

G. Back up for in-progress/just occurred calls.

If you are requesting emergency backup from an adjoining agency, call the agency by landline and speak plain English when requesting assistance.

H. Unit Dispatching: The Communications Specialist is responsible for dispatching patrol units. The Communication Specialist will document the primary officer assigned to the call and all the back-up units who responded to the call in the CAD system. The Communication Specialist will document the time of dispatch, the officer's arrival time, and the time the officers clear the call. When clearing the call for service, the Communication Specialist will document the status of the call, whether a report will be written, or if no report was taken, the basic information on the settlement of the call provided in the narrative of call in the CAD system.

1. Technique: Priority or Emergency Calls or officer without MDT

    a. Call out to the officer you are dispatching the call to.

    b. Wait for the officer to acknowledge you.

    c. Dispatch the officer to the call using "proceed to".

    d. Wait for the officer to acknowledge.

    e. Provide the officer with further information gathered.

2. Technique: Non-Priority or Routine Calls

    a. Verify if the officer is equipped with an MDT.

    b. Use CAD to dispatch the officer to the call.

    c. The Dispatcher will transmit "Unit number, I sent you a call".

    d. Wait for verbal acknowledgment or acknowledgment on the MDT.

3. Order of Calls Dispatched

    a. In-progress, injury, or disaster calls.

    b. Calls involving the high possibility of injury.

    c. Alarms.

    d. Felonies already committed.

    e. Other violations.

    f. Public service and all other calls.

I. Normal Transmission: Except during emergencies, units will not attempt to transmit until the Communication Specialist acknowledges them by repeating their unit number followed by "go ahead."

J. Be-On-The-Look-Out (BOLO): The Communication Specialist will transmit a BOLO when dispatching calls involving subjects, provided that no more than one hour has elapsed since the incident occurred.

1. The following incidents are exceptions:

    a. Missing, mentally ill, or disturbed persons of any age.

b. Persons and vehicles involved as suspects/victims of serious crimes.

2. The following calls require BOLOs/ATL's (this list is not inclusive):

a. Intoxicated Driver

b. Hit and Run where the subject was seen fleeing. (Teletype required)

c. Occupied stolen vehicle/tag. (Teletype required)

d. Robbery with subject information. (Teletype required)

e. Shooting with subject information. (Teletype required)

f. Homicide with subject information. (Teletype required)

g. Battery/Sexual battery.

h. Missing persons. (Teletype required)

i. Overdue motorist (Teletype required)

j. Abduction just occurred. (Teletype required)

k. Fraud just occurred.

l. Theft just occurred where subject information is available.

K. Unit Availability **-** Unless specifically prohibited by assignment, units will monitor the assigned frequency always. Whenever an officer departs the vehicle or is going to be away from the radio, the Communication Specialist will be advised, and the appropriate status assigned.

L. Officers Not Answering the Radio **-** When the Communication Specialist attempts to reach contact with a unit and receives no response, a second attempt will be made. If no response is received after the second attempt, the Communication Specialist will call the officer on their cell phone or instant message him on CAD. If no reply, an officer will be dispatched to the last known location for the officer and notify the field supervisor. All attempts to reach the officer and the methods used to attempt contact with that officer will be documented in CAD so that information can be time stamped.

M. Prohibitions - The following actions are prohibited according to FCC Guidelines:

1. Transmission of excessive signals, messages, communications, laughter, or sarcasm.

2. Use of profane, indecent, or obscene language.

3. Willfully damaging or permitting radio apparatus to be damaged.

4. Maliciously interfering with the radio transmission of another unit.

5. Making unidentified transmissions.

6. Transmitting before the air is clear and interfering with other transmissions, except in the case of emergencies.

7. Transmitting a call signal, letter, or numeral not assigned to the station or unit.

8. Adjusting, repairing, or altering a radio transmitter. Only radio technicians may adjust or repairs.

   Call Cancellation**:** The Communication Specialist may cancel a call prior to the unit's arrival if any field personnel has been advised of the citizen's request to cancel and determined that it is appropriate to cancel the call.

9. In the event of a domestic, drunk driver, or another high priority call (911 hang-up, burglary in progress, alarm, etc., the call will not be canceled until an officer has checked the area and made sure all parties are fine.

N. Call Holding: It is the general policy of the Communications Center not to hold any calls for service if there are available units to respond. However, practical dispatching procedures will be utilized:

   1. If no units are available and the call holding has the potential for danger (i.e., suspicious person, suspicious vehicle, an accident where vehicles are on the street, alarms, etc.) a field supervisor will be notified immediately. Note the time of notification in the narrative section of the call.

   2. If a call is held for more than fifteen (15) minutes, a field supervisor will be notified. Note the time of notification in the narrative section of the call.

O. Phonetic Alphabet: The standard Phonetic Alphabet adopted by the Department of Public Safety will be used by the Communications Center. When it is necessary to spell out words or otherwise use letters in radio transmissions, the following phonetic codewords are to be used:

(A)	**Adam**	**(N)**	**Nora**
(B)	**Boy**	**(O)**	**Ocean**
(C)	**Charles**	**(P)**	**Paul**
(D)	**David**	**(Q)**	**Queen**
(E)	**Edward**	**(R)**	**Robert**
(F)	**Frank**	**(S)**	**Sam**
(G)	**George**	**(T)**	**Tom**
(H)	**Henry**	**(U)**	**Union**
(I)	**Ida**	**(V)**	**Victor**
(J)	**John**	**(W)**	**William**
(K)	**King**	**(X)**	**X-Ray**
(L)	**Lincoln**	**(Y)**	**Young**
(M)	**Mary**	**(Z)**	**Zébra**

P. K-9/Aviation Request: Request permission from the shift supervisor prior to requesting outside assistance.

COM:05 Call Handling Procedures

5.100 General call-taking procedures to include DB calls

A. Answer promptly

1. All calls should be answered within the first ring.
   a. No more than 2 rings for 911 calls.
   b. No more than 3 rings for administrative lines.
2. Calls should be answered in the following order:
   a. Call-taker.
   b. Dispatcher.
   c. Supervisor.
3. Answer phones according to priority
4. Answer emergency lines first! Don't hesitate
5. Administrative lines
   a. Admin lines will be answered "New Mexico State Police, this is _____, "or a variation of this (Name must be given)
   b. Follow protocol for general call taking
6. Non-emergency lines
   a. Non-emergency lines will be answered in the same manner as above
   b. Follow protocol for general call taking
7. E911 lines/ Wireless 911
   a. E911 lines will be answered, "911 where is your emergency?"
8. Speak directly into the headset
9. Take charge of the conversation
   a. Ask pertinent questions including caller's name and phone number.
   b. Use repetitive persistence without yelling.
   c. Use key questions from the NM DPS Emergency checklist:
      - **Where-**

        Where is the incident occurring?

        Where is the caller?

Where is the suspect?

- **What-**

  What is occurring?

  Nature of the call

- **When-**

  When did the incident occur?

  When is it going to occur?

- **Weapons-** (does not need to be a gun or knife-anything can be used as a weapon)

  Are there weapons involved?

  Where is the weapon?

- **Injuries-**

  Is anyone injured?

- **Drugs/Alcohol-**

  Is there any drugs or alcohol involved?

- **RP-**

  RP's name and contact information Collect all information from the caller and document all information in the CAD – never leave anything to memory, this includes all updates.

10. Ask specific questions and verify, never assume.
11. Explain waits and holds.
12. Explain to the caller why they are being placed on hold or transferred and to whom.
13. Always ask the caller if it is an emergency before placing them on hold, this includes incoming calls from officers and agents. Do not assume if an officer is calling, it is not in an emergent situation.
14. Obtain the location of the incident, including the phone number of the caller, prior to transferring the call.
15. Avoid jargon, slang, or 10 codes.
16. Always use plain text – plain English.
17. Show interest in the person's call.
18. Be empathetic, not sympathetic.
19. Obtain complete information needed for a proper response while leading the conversation to a timely termination of the call.

20. Listening skills- be observant to background noises

21. Screams confirm an emergency.

22. Obtain vehicle descriptions (CYMBALS)

    - **C** – Color
    - **Y** - Year
    - **M**- Make
    - **B** –Body style
    - **A** – Additional Information (tinted windows, damage, etc.)
    - **L** – License plate
    - **S** – State of license plate

23. Obtain physical description(s)

    - Gender
    - Race
    - Age
    - Height
    - Weight
    - Glasses
    - Facial hair
    - Hair color

    a. Complexion

    b. Scars

    c. Tattoos

    d. Abnormalities

24. Obtain clothing description(s)

    a. Head to toe

    b. Inner to outer

25. Try to visualize the caller and adjust phone techniques accordingly (child, elderly, etc.)

26. Don't try to solve a complaint yourself over the phone. Advise caller you will have a representative of the agency contact them.

27. Never advise a complainant about the law.

28. Never advise complainants to "settle it amongst themselves."

29. The call taker will be responsible to obtain as much information as possible from the complainant including:

    a. Correct address.

    b. The specific location of the incident, if occurring at a different address.

    c. Nature of emergency or complaint.

   d. Complainant's full name.
   e. The phone number they are calling from.
   f. All other pertinent information.
   g. Utilize the emergency checklist as the key questions.
   h. Obtain secondary information.
   i. In progress calls - keep the caller on the line if it is safe to do so.

30. Multiple calls reporting the same incident
31. Make sure that the caller is referencing the same incident by descriptions given.
32. Confirm the location.
33. Get the caller's name and call back number.
34. See if there is any information that can be obtained that has not already been provided.
35. Be courteous always.
    a. Say it with a smile!
    b. Never argue with a caller.
    c. Remember, you are the first contact, the better you handle the call, the better the image they have of the department, and the more likely they will be cooperative when responders arrive on the scene.
36. Obnoxious and belligerent callers are inevitable.
    a. Treat such calls as a challenge.
    b. Attempt to meet the caller's needs.
    c. Attempt to leave them less upset than when they called.
    d. Remain neutral, the comments are not directed towards you.
    e. If a caller becomes extremely verbally abusive, transfer the call to the shift supervisor so that they can handle the situation.

5.200 Emergency Medical Dispatch (EMD)

{PSAP} is dedicated to providing emergency medical services to the community. It is recognized that in addition to a quick mobile response, pre-arrival instructions, i.e., Cardio Pulmonary Resuscitation (CPR), provided by emergency communications personnel in an effort to assist the victim can be very beneficial. {PSAP} will maintain an Emergency Medical Dispatch (EMD) Program. This program should result in more effective and efficient use of Emergency Medical Service (EMS) resources and will integrate dispatch directly into service delivery during a medical situation.

All Communications Specialists will be EMD trained and certified within one year of completing their probationary period. The initial training class is a 24-hour approved course. A Communications Specialist may not offer EMD instructions under any circumstances unless they are certified. Communications Specialists who have not yet been certified will initiate calls and then turn them over to a certified co-worker.

A. Procedure

1. Communications Specialists providing EMD direction shall follow precisely the instructions on the EMD protocol cards. The following information is always needed when taking and EMD call:

    a. Locations/Address;

    b. The exact location of the patient (apartment #, store aisle number, etc.);

    c. Call back number;

    d. Medical nature;

    e. Chief complaint;

    f. Conscious and/or breathing

    g. Age of patient;

    h. Name of caller; and,

    i. Any hazards (loose vicious dogs, broken glass, electrical, etc.).

2. The use of proper phone techniques can assist the Communications

    Specialist in calming the caller and the patient. This enables the Communications Specialist to provide EMD instructions more effectively and more efficient access to the patient by responding units. Communications Specialists should consider being firm and provide precise direction to hysterical and distraught callers.

3. Use the following phone proximity guidelines for patients:

    a. Adults – If safe to do so, bring the phone next to the patient.
    b. Infants/Children – If safe to do so, bring the infant/child next to the phone.

4. Reassure the caller/patient frequently:

    a. Do not hang up on the caller unless you have finished the instructions and the protocol card doesn't require staying on the phone until EMS arrives.

b. It is okay to put the caller on hold; be sure to let them know that you are doing so.

5. Calming techniques like the use of the caller's name and speaking in a controlled voice will reassure the caller you are in control of the situation. You may also give the caller a job to do, for example: have the caller collect the patient's medication, turn on a porch light, or open a locked front door.

6. Verify your caller is capable of assisting. If the caller seems unable to assist the patient, i.e., an elderly caller who may injure themselves trying to help, do not give pre-arrival instructions.

7. The Communications EMD Supervisor shall ensure that the protocol cards are kept current.

8. EMD instruction shall take priority over routine/non-emergency police and fire calls.

9. The protocol cards shall be kept in a readily accessible binder and one copy at each dispatch position.

B. Rules

1. All communications personnel who have been certified as EMD providers shall administer EMD.

2. EMD providers shall read CPR instructions verbatim and without deviation.

3. EMD providers shall follow the protocol cards and give pre-arrival instructions as written.

4. EMD providers shall keep their certification current through continuing education (8 hours annually) as provided by [PSAP]. If a Communications Specialist does not keep their certification current, they will be expected to;

5. recertify on their own time and at their own expense.

5. EMD continuing education will be maintained by the EMD coordinator.

6. Any communications personnel not yet EMD certified who answers a medical call for service shall make a reasonable attempt to turn over the call to a certified EMD provider. Additionally, the Communications Specialist shall generate a CAD event to get rescue started to the address of occurrence.

7. All calls that are serious in nature, i.e., CPR, serious trauma, etc., shall be printed and turned into the EMD box.

5.300 Answering incoming Text to 9-1-1 calls

A. The following duties and responsibilities will be followed by all Communications Specialists when answering incoming Text to 9-1-1 calls.

1. Communications Specialists will answer any text messages with 911 as they do all other 9-1-1 calls “911 what is the address of your emergency”?

2. If the caller is unable to provide an address of the emergency, the Communications Specialist shall ask the caller for their permission to contact them cell carrier to attempt to pinpoint their location (ping). This will only be done if it can be verified that there is truly an emergency.

3. The Communications Specialist may also ask the caller if they are able to safely call 911 rather than text unless this is made clear at the onset of the call.

4. As soon as pertinent information is received, the call will be entered into the CAD system.

5. If the Communications Specialist is unable to obtain a response to questions at the onset of the call and the text from the caller gives no indication that anyone is in danger, they will attempt to call the phone number displayed in the lower-left corner of the VIPER screen.

6. If there is no answer, the call will be ended and the call will be entered CAD using the event type code “TEXT”. The call will then be canceled with a note indicating it was a Text to 9-1-1 hang up or any other relevant information should be entered into the CAD calls.

B. Communication Barriers - Some questions that may be used to overcome communication barriers are:

1. Are you able to place a voice call? This may help the dispatcher determine if the texter is hearing-impaired, hard of hearing, or in a situation where they are unable to place a voice call for other reasons.

2. Can you use plain English? This would help determine if the communications barrier is due to the use of texting lingo.

3. Do you understand English? This may help to determine if the caller is non-English speaking? See Language Line Usage below.

C. Verifying information

1. Addresses will need to be verified on all Text to 9-1-1 calls. To verify an address, dispatchers should ask/text one of the following questions to verify the location of the emergency. “Verifying you are at 123 Main St” OR “Confirming the address is “123 Main St”. A mistyped or auto-corrected

street name by the caller may provide the dispatcher with a wrong address, so every address should be verified in this type of manner.

2. Phone numbers need only be verified if the phone number is not displayed accurately on the telephone screen and there is a question regarding the number they are calling from – i.e., the entire number is being displayed.

D. Transferring calls

There will be times when a call will need to be transferred to another agency.

1. In the event the caller needs to be transferred to another PSAP within the state, the call will be transferred using the transfer keys designed for Text to 9-1-1 transfers.
2. In the event the text caller needs to be transferred to a PSAP that does not have text to 9-1-1 capability, the dispatcher will keep the call and relay all information to the appropriate agency.

E. Emergency Medical Dispatching

1. Medical emergencies via text may occur and the EMD protocol will be utilized if the caller is unable to place a voice 911 call. In the event EMD needs to be performed via text, the dispatcher will have template case entry questions in the drop-down list for Text to 911 calls.

2. Once the following information is obtained, the call should be entered into CAD.
   a. Address
   b. Phone number
   c. Information about what the medical emergency is to include;

      "Ok tell me exactly what happened", conscious, breathing, etc.
   d. Scene safety information – is it safe for responders.

3. Medical calls entered into CAD will be coded as un-coded Medical "MEDIC" calls. This will allow prompt response so first responders can be dispatched to the call. After the call is entered, continue with EMD protocol questions and update CAD as information is obtained.

F. Language Line usage:

1. Due to the fact Text to 9-1-1 is new technology; there are limited procedures for how to handle language barrier calls. If a caller speaks a foreign language, the call will need to be translated by Language Line at this time. In order for this to occur, the caller will need to place a voice call or if they are hearing impaired, will need to use their relay service to place a voice 911 call. Dispatch will utilize standard processes to connect the caller with Language Line.

2. The following question has been added in Spanish to the drop-down list of questions in the Viper System. **Donde esta el direccion de tu emergencia?** It translates to “What is the address of your emergency”. In the event the caller cannot place a voice 9-1-1 call, this question can be asked of Spanish speaking callers. As new information is developed for translations services for these types of calls, techniques, and processes for handling language-related barriers will change.

G. Other Factors, Testing, and Audits:

1. Auto-correct may change words the caller did not intend to type so clarification is only necessary if the meaning of the message cannot be determined.

2. The Communications Specialist should be mindful of the caller's safety if the decision is made to call the cell phone. The safety of the caller needs to be evaluated before placing a call back to them. (We don't want to call someone back that is hiding).

3. Texting takes a little longer so patience with the caller and waiting for responses should be considered.

4. Text messaging can be its own language and a list of commonly used abbreviations are listed at the end of this SOP.

H. Testing

1. Monthly tests shall be completed by each employee. Testing should consist of answering a call with the help of a partner and asking several questions. Transferring to another agency is recommended to order to become more familiar with the process. Supervisors will be responsible for ensuring testing is completed by their team members.

I. Audits

1. Audits will also be completed on these calls to ensure policies are adhered to and processes are being followed.

Text Messaging Abbreviations

2DAY Today
L8R Later
2MORO Tomorrow
LMK Let Me Know
2NTE Tonight
MoF Male or Female
AEAP As Early as Possible
NAGI Not a Good Idea
AFAIK As Far as I Know
N-A-Y-L In a While
AFK Away From Keyboard
NM / NVM Never mind / Nothing Much

ALAP As Late as Possible
NP No Problem
ASAP As Soon as Possible
OIC Oh I See
ATM At the Moment
OMW On My Way
B4 Before
PPL People
BC Because
PTB Please Text Back
BF / GF Boyfriend / Girlfriend
RN Right Now
BRB Be right back
RU /RUOK Are You / Are You Okay
BTW By The Way
SLAP Sounds Like a Plan
CTN Cannot talk now
SRSLY Seriously
EM? Excuse Me?
TY or TU Thank You
FB Facebook
W8 Wait
FYI For Your Information
HTH Hope This Helps
IDK I Don't Know
IU2U It's Up to You
IYKWIM If You Know What I Mean
IKR I Know Right?
JK Just Kidding
JC Just Checking
JTLYK Just to Let You Know
K or KK Okay

5.400 Transferring call

A. Emergency Call for Service/ 911 call

1. Obtain the address of the incident, caller's phone number, and a brief description of the incident.

    a. Create a CAD event, even if another communications Center or agency will be handling the call.

    b. Advise the calling party you will be transferring the call to another NMSP Communications Center/ PSAP/agency.

    c. When the other agency/PSAP answers identify yourself/agency – if it is another DPS Communication Center, let them know you created an event and the event number, if necessary.

    d. Give them the caller's name, the address of the incident, caller's phone number, description of the incident.

e. Then advise the calling party agency you are disconnecting.

B Non-emergency call

1. Ask the caller whom they wish to speak with and use the transfer on the phone to transfer.

5.500 911 System

Verbally confirm all information from the ANI/ALI screen with the CP. All E911 calls coming into dispatch will have a CAD event made for them.

A. 911 Wireless lines

1. 911 Wireless lines will be answered, “911 where is your emergency?”
2. Follow protocol for general call taking.
3. Check the map to make sure that the caller is in the general location of the emergency.
4. Click on the re-transmit (RTX) button to get an updated mapping location, if necessary.

B. 911 Hang-up Calls

1. Enter information into the CAD from the ANI/ALI screen.
2. Always attempt to call the number back.
3. If it is a residential or a business address, an officer will be dispatched to do a welfare check.

C. Payphones

1. Attempt to call back the number. If it is associated with a business attempt to locate the main number for the business and call that number back to confirm that no emergency exists.
2. Payphones will often not allow incoming calls.

D. Use common sense listen to background noises.

1. Any indication of unusual activity at a location should prompt an officer to be dispatched to verify welfare in person.
2. Calls that continue with the sound of kids playing with the phone and send an officer to speak with them.

E. 911 Open lines

1. Dispatch an officer to the location immediately.
2. All attempts should be made to stay on the line. If the line continues to remain quiet. It is then acceptable to disconnect and attempt a callback.

5.600 Emergency calls/In progress calls

A. Emergency and in-progress calls will generally have the highest priority.

1. A call will be considered an emergency when there is a clear threat to life or property.
2. If it is unclear whether a call is an emergency, the call will be handled as though it is an emergency until the information is obtained to reclassify the priority.

B. Scene Safety

1. Be aware of potential scene hazards for the responders. Enter any scene safety information into CAD.
2. Ask if there are dogs on the premises and ask the caller to secure them in a room.
3. Ask if there are any weapons in the home or if the caller is carrying a weapon. If so, ask the caller to put the weapon down when responders arrive on the scene.
4. Ask if any of the involved parties are under the influence of drugs and/or alcohol.

C. Intoxicated Person calls

1. An intoxicated person poses a potential threat to any peace officer they encounter; alcohol can alter their thinking ability and motor skills, making them violent or unusually aggressive.
2. A subject that is down and out and breathing status is unknown or if the subject is in traffic could become a hazard to themselves or the public.
3. Missing persons will be considered in progress;
   a. All pertinent information must be obtained in the call for services such as Name, DOB/SSN, Hgt./Wt., eye/hair color, date and location last known location, and clothing description.
   b. All pertinent information must be obtained in the call for services such as Name, DOB/SSN, Hgt./Wt., eye/hair color, date and location last known location, and clothing description.
   c. There is no time limit for a person to be entered as missing. **Entry of a missing person must be completed within two hours of the initial call for service.**
   d. Keep the caller on the line, if it is safe to do so.

D. Back-up for In-progress/Just Occurred Calls

1. **Requesting Emergency Backup from an Outside Jurisdiction**: If you are requesting an emergency backup from an adjoining agency, call the agency either by landline (telephone) or by radio if they have our frequency, and speak plain English when requesting assistance.

2. **CRIME SCENE REQUEST**: When a crime scene unit is needed, notify the on-duty Criminal Division supervisor. Any call requiring crime scene processing, the call will be entered into the CAD system.

5.700 Fire calls (For Districts that provide Fire dispatch)

A. Structure Fires

1. Follow general call taking the protocol:
   a. Get the location immediately.
   b. Dispatch fire personnel.
2. Ask if there is anyone in the structure if so ask them to get out if possible.
3. Ask if there is smoke or flames, if so what color is the smoke, do they see flames.
4. Ask if there are any other structures near the fire.
   a. If there is a storage building, do they know what's in it?
5. Ask if there are any propane tanks near the fire.
   a. Keep the caller on the line if it is safe to do so.
   b. Make notifications to:
      i. Utilities, including gas and electric.
      ii. The Fire Chief, Commanders, and/or County Fire Marshall.

B. Vehicle Fires

1. Follow general call-taking protocols.
2. Dispatch fire personnel.
3. Find out if anyone is still in the vehicle.
4. Find out if HAZ-MAT is involved, ask the caller to safely look for a placard, Color of smoke, flames?

C. Brush fires

1. Follow general call-taking protocols.
2. Dispatch fire personnel.
3. Find out if there are any structures near the fire.
4. Find out approximately how large the fire is.
5. See if you can get the direction the wind is blowing.
6. Keep the caller on the line if it is safe to do so.

D. Forest fires

1. Follow general call taking protocol.
2. Dispatch fire personnel.
3. Find out the exact location of the fire, get GPS coordinates if possible, the color of smoke, if they see flames.
4. Notify state forest service.

E. Trash fires

1. Follow general call taking protocol.
2. Dispatch fire personnel.
3. Ask what exactly is burning, the color of smoke, flames if any.
4. Ask if the fire is contained or out in the open.
5. Are there any structures near the fire?

F. HAZ-MAT calls

1. Follow general call taking the protocol.
2. Dispatch law enforcement.
3. Dispatch fire personnel.
4. Find out if there are a placard and the number on it.
5. Notify State Police ERO when there is an incident involving HAZ-MAT.
6. Utilize CenCom, Weather Bug, or National Weather Service to obtain weather and wind direction.

G. Calls from a non-English speaker – Use translator Service

1. When a call is received, determine (if possible) what language is being spoken.
2. Ask the caller if there is anyone available who speaks English that can get on the line.
3. Tell the caller to hold please, click the conference button (CONF) on the phone.
4. Place the call to the Voice (phone number can be found on each console).
5. Touch the appropriate number for the language needed.
6. Click the conference button again on the phone to connect the lines.
7. Follow general call taking protocol (ask questions as if you were speaking to the caller).
8. Log all information into the CAD.

5.800 Alarm calls

A. Auto-dial alarms (pre-recorded message)

1. Obtain the location.
2. Log all information into the CAD.
3. Dispatch law enforcement/fire/EMS.

B. Residential alarms

1. Obtain the location of the alarm.
2. Enter the alarm company information and call back number.
3. Ask for the residence owner.
4. Type of alarm (motion, keypad, glass break, etc.).
5. Responding party and vehicle description.
6. Dispatch law enforcement/fire/EMS.
7. Check close patrols in the CAD to see if there is anything listed.

C. Business alarms

1. Determine the location of the alarm and the business name.
2. Obtain the alarm company information and call back number.
3. Type of alarm (motion, keypad, glass break, etc.).
4. Ask for responding party information and their vehicle description.
5. Dispatch law enforcement/fire/EMS.

D. Financial Institution alarms

1. Determine the location of the alarm and the business name.
2. Obtain the alarm company information and call back number.
3. Type of alarm (motion, keypad, glass break, etc.) and location.
4. Obtain a phone number directly to the business.
    a. Call the financial institution
        i. Determine if it is an actual alarm or false.
        ii. Obtain a clothing description of the employee meeting officer outside.
5. Upon confirmation of an actual robbery, the Supervisor on the scene will notify the FBI
    a. An ATL must be issued to surrounding agencies.

E. Medical alarms

1. Obtain the location of the alarm.

2. Enter the alarm company information and call back number.
3. Obtain the residence owner's name.
4. Ask if any medical information is known or a chief complaint, if available.
5. Dispatch law enforcement/fire/EMS.

F. Fire alarms

1. Obtain the location of the alarm.
2. Enter the alarm company information and call back number.
3. Obtain the residence/business owner's name.
4. Get the responding party information, including vehicle information.
5. Dispatch law enforcement/fire/EMS.
    a. Upon confirmation of a false alarm.
        i. Obtain reason for the false alarm.
        ii. Law enforcement/Fire/EMS will be advised.
        iii. Law enforcement/Fire/EMS will respond at their discretion.

G. OnStar Calls

1. Follow general call-taking procedures.
2. Enter all the information on the exact location (OnStar can give exact GPS coordinates).
3. Dispatch the appropriate officer.

5.900 Calls for personnel

A. Calls for administration

1. Transfer to their respective extensions.

B. Officers on duty

1. Advise caller you can send an email to the officer to call them back when they are available.
    a. Get the caller's name, phone number, and the reason for the call.
    b. Email the officer with the information given.

C. Officers off duty

1. Advise caller you can send an email to the officer to call them back when they are available.
    a. Get the caller's name, phone number, and the reason for the call.
    b. Email the officer with the information given.

5.910 TDD/TTY Calls / Relay calls

A. TDD/TTY calls may come into the call center in two different forms

1. Baudot- a 5-bit code that was popular in the 40's, 50's and 60's, traditionally most TTY's still.

   a. Use this code. When receiving a Baudot call a series of tones or an electronic voice.

   b. The message will be heard, or a TTY operator will assist in translation.

B. ASCII-American Standard Code for Information.

1. ASCII runs a 7-bit code, popular today.

   a. Among the hearing and speech impaired and the public in general now use ASCII.

   b. To communicate by computer, thus the change in name from TDD to TTY, ASCII calls.

   c. Are always received with silence or a TTY operator may assist with the call. ASCII calls:

   d. Received must be "interrogated" within 5 seconds or we will lose the call.

- **Do**-
  - Identify yourself at the earliest opportunity.
  - Use "GA" to end your turn.
  - Use "SK" to end the conversation.
  - Ask the other person to repeat if the message is garbled or you can't read it.
  - Spell out numbers if necessary to avoid confusion.
- **Don't**-
  - Worry about misspelling if the meaning is clear in context.
  - Worry about punctuation.
  - Save hard copies of the conversation without permission.
- **Abbreviations**
  - **GA** Go ahead
  - **GA SK or GASK** Go ahead or Stop Keying
  - **SK** Stop Keying
  - **SKSK** Stop Keying Stop Keying

- **Q** Question

- **Follow general call-taking procedures**

5.911 Problem calls

A. No ANI

1. Follow call-taking procedures.

   a. Verify location and phone number originated.

B. Incorrect ALI

1. Follow call taking procedure.
2. Verify location and phone number called from.

C. No voice calls

1. Click the TTY button to ensure it's not a TTY call.
2. Listen to the background.

   a. If there is any sound of an emergency, try to get the attention of the caller and get a location if possible.

D. Prank calls

1. Follow general call-taking procedures.
2. Listen to the background.
3. Call back if the line is disconnected if you have the number available.
4. Dispatch proper units.

E. False reports

1. Follow general call taking procedure.
2. Dispatch units.
3. Make sure all information is logged into the CAD.

F. Obscene calls

1. Follow general call-taking procedures.
2. Attempt to get as much information as possible.
3. If the caller continues to be obscene, transfer the call to the shift supervisor.

COM:06 Search and Rescue

6.100 **When** a State Police District Office is notified of a lost or entrapped subject or subjects, the Communications Specialist will notify a State Police Mission Initiator (MI). The MI will investigate the incident and, if warranted, will notify a Search and Rescue Field

Coordinator (FC) who has the responsibility of managing the incident. The New Mexico Search and Rescue Plan will be activated by the assignment of a SAR **Mission Number** obtained from the CAD system. After a Mission Number has been assigned, the district Communications Specialist will contact an area commander and brief them on the SAR incident. Refer to the Notification directive to send SAR opening and closing.

A. When notified of lost or entrapped subject(s) the on-duty Communications Specialist will immediately contact an MI who will investigate the incident. If an MI cannot be contacted, the Communications Specialist will contact the on-call FC who can function as an MI for the investigative phase of the incident. The Communications Specialist will brief the MI or FC of the incident and relay any phone number where the reporting party can be contacted.

B. If the MI, or FC (if no MI was available), determines further activation or the SAR Plan is needed they will request a SAR mission number from the district office. The Communications Specialist will obtain a mission number via CAD. This mission number will be used to track any information or action concerning that SAR mission.

C. After the Communications Specialist has issued the mission number to the MI, or FC (if no MI was available), they send SAR opening email notification (refer to Notification flip chart for further direction. **The Communications Specialist is NOT**

required by this SOP to contact any search or rescue resource(s) other than the mission initiator, field coordinator, or area commander.

After the initial contact, the FC, or area commander may request the Communications Specialist to help expedite communication between them at any time during the incident.

When the telecommunicator is notified by the assigned MI, or the on-scene FC, that the SAR mission has been terminated or suspended, the Communications Specialist will send a SAR closing notification. (Refer to Notification Flipchart)

6.200 Hazardous Materials Events

6.201 Hazardous materials are transported through the State of New Mexico daily. The possibility of a toxic spill or leak due to negligence or vehicle crash is always present. Hazardous materials include chemical, bacterial or viral agents that may be used and/or released by persons or groups with the specific intent to harm others.

A. Communications Specialist shall be responsible for obtaining as much information, as possible, from the caller about the substance or material. The information should include:

1. Hazards of being exposed to the substance; i.e., death, illness, etc.
2. Method of hazard, i.e., touch, breathing, etc.
3. Are the substances/materials explosive, flammable, poisonous, fumes?
4. What is the location of the hazardous material?

5. How was it being transported?

6. How much substance is involved in the spill or leak?

7. Determine, if it is known, if anyone is injured.

8. Contact CenCom, Weather Bug, or National Weather Service to obtain weather and wind direction. Document all information in the CAD event.

B. The Communications Specialist will dispatch an ERO officer if one is on duty and notify a uniform supervisor. If an ERO officer is not on duty, notify the uniform supervisor and he/she will direct you from there.

C. Initiate incident command procedures recommending or establishing inner and outer perimeter locations to contain the incident and minimize loss of life. Send out email notification (Refer to TB)

6.300 Notifications

6.301 Emergency Notifications: Emergency messages such as death notifications shall be delivered when:

A. A teletype is received from the jurisdiction in which the death or emergency has taken place requesting this agency's assistance.

B. Upon receipt of a death or emergency notification, the Communications Specialist shall promptly enter a call for service in the CAD system as a "death notification," and dispatch it to a uniformed officer.

C. If the officer is unable to deliver the notification or message, the task will be assigned to the next officer working the area. After two unsuccessful attempts per shift, a message will be left on the door to have the requested party contact the Department of Public Safety. Teletype of the results will notify the requesting agency.

6.302 Incident Notifications: Unexpected incidents that develop require the assigned unit to notify the uniform shift supervisor. If unable to do so, the Communications Specialist will notify the uniform shift supervisor. The following are examples of incidents requiring notification:

A. Department of Public Safety Officer is requested for coordination with another agency, i.e., K-9, emergency backup, perimeters, pursuits, in-progress calls, civil unrest, etc.

B. Department of Public Safety officer seriously injured or killed.

C. Department of Public Safety officer, on or off duty, shoots or critically injures a person.

D. Riots or major crowd control situations.

E. Aircraft crash.

F. Incidents of a newsworthy nature, i.e., homicide, kidnapping, explosions.

G. Incidents involving VIPs or public officials.

H. Hazardous materials incidents.

6.303 PROVIDING NOTIFICATION OF MAJOR EVENTS

A. Refer to Notifications Procedures and Flip Chart.

6.400 Bomb Threat

6.401 Special attention must be given to bomb threats, located explosive devices, and explosions due to the threat they pose to life and property. Communications Specialist personnel responsibilities may include initiating incident command procedures, recommending or establishing inner and outer perimeter locations to contain the incident and minimize loss of life.

A. When a bomb threat or information regarding a device is received directly by the Communications Specialist center, via telephone, the person receiving the call shall attempt to gather information possible, including, but not limited to:

1. What exactly did the caller say? Was the caller the "suspect" or reporting party?

2. Location of the device. Try to get as specific information as possible.

3. Information about the device itself. What type of explosive or timing mechanism is being used? If the device has a visible timer, obtain the time the device will detonate.

4. Try to learn the motivation for the placement of the device or threat.

B. Other critical factors that should be noted by Communications Specialist personnel when receiving a call of this type are:

1. Describe the caller's voice if it is the "suspect." Does the caller have an accent or are there other aspects of their speech that make it stands out?

2. What noises were heard in the background?

3. If the caller is the "suspect," do they refer to any persons or events?

4. Anything of note that will help in identifying the "suspect" or the device.

C. Upon the receipt of a bomb threat or found device, Communications Specialist personnel will assign the call to a patrol unit and:

1. Notify the on-duty patrol supervisor. The supervisor shall determine what further action will be taken.

2. Make any notifications, as requested, by personnel on the scene or by a supervisor.

3. Initiate incident command procedures recommending or establishing inner and outer perimeter locations to contain the incident and minimize loss of life.

COM:08 NCIC Procedures

RESPONSIBILITY OF TELETYPE OPERATORS

A. Telecommunication Specialist are trained in the use of the Law Enforcement NCIC/NMLETS system and the various telecommunications systems. Communications Operators enter, clear, and inquire on these systems. The NCIC/NMLETS system is designed to aid the Law Enforcement Officer in the efficient performance of his/her duties. Dispatchers are responsible for the accuracy of the information they enter into these systems, and for the confidentiality of any information obtained from these systems. Information contained in the NCIC/NMLETS system is for use by Law Enforcement and Criminal Justice personnel ONLY.
It is the responsibility of the telecommunicator to continuously monitor the NCIC screen for all incoming transactions. Failure to comply will result in disciplinary action.

B. TELETYPE EQUIPMENT FAILURES
Any malfunction or failure of the NCIC/NMLETS system will be reported to the

Communications Supervisor. Dispatch will then contact a neighboring center to send out a nationwide TTY advising of the issue. A ticket will be created with the help desk and a CAD event will be created for documentation purposes. Dispatch will also send out an outage notification internally. Once the system has been restored, a TTY and notification will be sent advising the restoration and the Communications Supervisor will be notified.

C. NATIONAL CRIME INFORMATION CENTER (NCIC)

1. The National Crime Information Center is a Nationwide computer information system, established as a service to all criminal justice agencies - Local, State, and Federal. NCIC is managed by the Federal Bureau of Investigations at their headquarters in Washington, DC.

2. The NCIC operating manual is a comprehensive document that sets forth the proper operating procedures to be followed by all personnel using the system.

D. The following is a list of files in NCIC and a brief explanation:

1. Vehicle File
   a. Purpose of the vehicle file is to provide assistance in the recovery of a stolen vehicle, a vehicle involved in the commission of a crime (Felony Vehicle), and in the recovery of a stolen part; NCIC part 1, Sec. 1.2-1.

   b. A loaned, rented or leased vehicle that has not been returned may not be entered in the file unless an official police report is made or a filed complaint results in the issuance of a warrant charging embezzlement, theft, etc., NCIC part 1, Sec. 1.2-4.

2. License Plate File

a. Un-recovered stolen license plate(s) may be entered into the file if a theft report has been made; NCIC part 2, Sec. 1.1-1.

b. Entries are usually limited to instances where only one plate is reported stolen. An entry is permitted provided the entering agency is assured the remaining plate will not be on a vehicle.

3. Boat File
   a. Any un-recovered stolen boat, which has a registration number, document number, permanently attached hull serial number, or owner-applied number, may be entered in the file if a theft report has been made; NCIC part 3, Sec. 1.2-1.

   b. Loaned, rented, or leased boats not returned may be entered by an authorized agency if an official police report is made or a filed complaint results in the issuance of a warrant charging embezzlement, theft, etc., NCIC part 3, Sec. 1.2-2.

4. Gun File
   a. Weapons with serial numbers, which have been lost or stolen, may be entered into the NCIC gun file if a report has been made; NCIC part 4, Sec. 1.2-1.

5. Article File

   a. Any item in the theft report valued at $500 or more and having a unique manufacturer-assigned serial number and/or an owner-applied number, except for an item to be entered in the boat, gun, license plate, securities, or vehicle file. Office equipment (adding machine, typewriter, dictating machine, etc.) a color television set, a bicycle, and cellular phones may be entered regardless of value; NCIC part 5, Sec. 1.1-1.

   b. Stolen or lost credit cards, bank drafts, and checks, including cashier's certified, company, government (Federal, state and local), bank officer's, personal, and U.S. Treasury, are not to be entered in the NCIC article file or any other NCIC file; NCIC part 5, Sec. 1.1-3 Subsection 2.

6. Securities File

   a. For NCIC purposes, securities are identified as Currency e.g., Federal Reserve Note, Silver Certificate, U.S. Note, Canadian Notes, and other foreign currency, etc., those documents or certificates which are generally considered to be evidence of debt (Treasury issued bills, bonds, and notes; Municipal and corporate bonds; debentures; other non-personal notes, etc.) or ownership of property (common or preferred stock): Documents which represent subscription rights (stock warrants, stock rights); other types trade in securities exchanges in the United States, except for commodities futures; postal and other types of money orders, traveler's checks, warehouse receipts, savings certificates and interest coupons on stock and bonds; NCIC part 6, Sec. 1.1.

7. Wanted Persons File

   a. An individual (including a juvenile who will be tried as an adult) for whom a Federal warrant is outstanding, a felony or serious misdemeanor warrant is outstanding or, probation and parole violators in which a warrant has been issued; NCIC part 7, Sec. 1.1.1-1, Sec. 1.1.1-2 and Sec. 1.1.1-3.

   b. Entry of a record in this category must be supported by a copy of the Judgment, Formal Adjudication, or order of commitment; NCIC part 7, Sec. 1.1.1-4.

8. Missing Persons File

   a. A person of any age who is missing regardless of the amount of time missing, who fits one of the following criteria:

      1. Juvenile
      2. Endangered
      3. Catastrophe victim
      4. Involuntary
      5. DisabledForeign Fugitive File

   b. With an NCIC wanted person inquiry, check the record of fugitives wanted around the world is checked also; this is a hot file. NCIC part 9, Sec. 1.1.

   c. Provides a warning to U.S. Law Enforcement officers who might confront the fugitive so the officers may use appropriate caution; NCIC part 9, Sec. 1.1-1.

   d. Provides assistance in locating and arresting foreign fugitives; NCIC part 9, Sec. 1.1-2.

   e. Helps provide public safety; NCIC part 9, Sec. 1.1-3

   f. A not entry file for DPS

   g. There are two sub-files: Canadian and Interpol, we do not enter into this file.

9 Interstate Identification Index

   a. III is a system for the collection, procession, preservation, and dissemination of criminal history record information to authorized personnel only; NCIC part 10, Sec. 1-A.

   b. Information collected by criminal justice agencies on individuals consisting of identifiable descriptions and notations of arrests, detentions, indictments, information, or other formal criminal charges, and any dispositions arising there from, sentencing, correctional supervision, and release; NCIC part 10, Sec. 1-B.

10. The United States Secret Service Protective File

    a. The U.S. Secret Service Protective File has been designed to aid the U.S. Secret Service (USSS) in its efforts to protect the president and other authorized protected individuals by providing the whereabouts of those individuals who may pose a threat to the protected. And by advising the USSS of an individual's criminal activity, which may be related to one of the protected. This information will also assist law enforcement personnel by advising officers of the fact that the person in question may pose a threat to a USSS protected NCIC part11, Sec.1.1.

    b. A user making an NCIC inquiry and receiving a hit on a USSS entry is advised in a caveat that the USSS is interested in the whereabouts of the person in question and no arrest should be made based on the information contained in the record. Further, the caveat advises the inquiring agency that the USSS has been notified of the transaction; this is a hot file. NCIC part 11, Sec. 1.1.Unidentified Person File

    c. Any unidentified deceased person or a person of any age who is living and unable to ascertain his/her identity, e.g. Amnesia victim, Infant, etc. The information on unidentified living persons should only be included if the person gives his/her consent, or if they are physically or mentally unable to give this consent; NCIC part 12, Sec. 1.1.

    d. Body parts when a body has been dismembered (entered as an unidentified deceased person); NCIC part 12, Sec. 1.1-4.

11. Originating Agency Identifier (ORI) File

    a. This file gives users the capability to inquire upon any ORI and receive the agency name, address, and telephone number in the response. This will aid in hit confirmation; NCIC part 13, Sec. 1.1.

12. NCIC/ATF Violent Felon File

    a. Violent Felon Files are available through NCIC in conjunction with the Bureau of Alcohol, Tobacco, and Firearms.

    b. Violent Felon Files contain records on individuals who have three or more convictions for violent felonies or serious drug offenses and are barred from possessing a firearm.

    c. Violent Felon Files enhances officer safety as the officer is notified that the subject of the hit maybe a violent career criminal and a threat to the officer.

13. Protection Order File

a. This file holds records of individuals who are subject to an injunction or any other order, which restrains them from committing violent or threatening acts or harassment against another person, including temporary and final orders issued by civil or criminal courts.

14. Violent Gang and Terrorist Organizations File

    a. Hold records for violent gangs and their members.

    b. Holds records for terrorist organizations and their members.

    c. Used as a device for the safety of field personnel as they are warned of a subject's violent activity which may place officers in danger.

15. Deported Felon File

    a. Holds records for criminal aliens who have been deported for drug or firearms trafficking and/or serious violent crimes. Their re-entry into the U.S. violates Title 18, USC, Section 1326.

16. Image File

17. Other Transactions File

18. Sexual Offender File

19. Supervised Release File

20 Identity Theft

E. PROCEDURES FOR NCIC HITS

A. When an NCIC hit is received the following shall apply:

1. The inquiring field officer will be advised of a possible hit. The dispatcher will ascertain from the officer, "Free to copy 10-49." When cleared by an officer, provide details from the hit. This will include name, DOB, holding agency, reason for want, bond, and any caution indicators. Description of the subject to include race, gender, height, weight, eye color, and hair color will also be provided. (Training Bulletin: warrant query and confirmation 2015-003.)

2. Any additional information affecting the field officer's safety or the safeguarding of evidence will also be transmitted.

3. Where appropriate, a backup unit (s) will be dispatched to assist the inquiring officer.

4. DPS Training Bulletin 2015-003 Warrant Query and Confirmation states: When a warrant query returns with a positive want, or hit, the dispatcher will note the hit and attach the return to the CAD event, then ask if the

officer is clear to receive information or free to copy. The dispatcher may use the code 10-79 to indicate the subject has a possible want. Once the officer advises clear to receive or free to copy information, the dispatcher will relay the warrant information, including:

- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]
- [illegible]

F. CONFIRMATION OF ENTRY

A. Dispatch will immediately contact the entering ORI by teletype (YQ) to verify and confirm the status of the entry.

1. In the case of a wanted person, it shall also be determined whether the person inquired upon is identical with the subject in the entry and whether or not the ORI will extradite.

   a. Once an entry is confirmed the inquiring officer shall be immediately notified.
   b. The printout of the YQ, YR, and locate messages involving the hit shall be printed and filed in either TTY Correspondence or NCIC folder for that month.

2. If the ORI is unable to confirm or verify the entry, dispatch will advise the inquiring officer on the status of the hit. At that point, the officer can use their discretion on whether to detain the subject or not.

   a. DPS Training Bulletin 2015-003 Warrant Query and Confirmation States that the decision to confirm the warrant and arrest the subject is the officers'. The dispatcher may ask the officer if the warrant is to be confirmed, but the dispatcher shall not confirm the warrant without the officers' permission.

3. A physical search of warrants on file shall be conducted when the NCIC systems are down.

6. CONFIRMATION RESPONSE

A. Upon receiving a request for confirmation dispatch will respond in a timely manner as specified in the NCIC Manual.

1. Dispatch shall ask the inquiring ORI to send a YQ message.

a. If a request is made by phone, dispatch will confirm the entry by phone and must follow up by YR teletype.

b. Once locate is received, the warrant will be made available for the arresting agency. Once the arresting agency receives the warrant, the warrant will be cleared in the NCIC system.

c. The documentation to include YQ, YR. LOCATE, and CLEAR shall be filed in a designated location within the center. File all originals in either TTY Correspondence or NCIC folder for that month.

d. Dispatch shall comply with NCIC rules and regulations to be able to confirm requests accurately and in a timely manner.

NM DPS-CB 2017-27 NCIC HITS & CONFIRMATION (YQ/YR) PROCESS

When an officer requests a 10-29 check, the dispatcher is to run the information via NCIC Open Fox. Once the HIT is received, the dispatcher is to follow NM DPS-CB 2015-003 training bulletin: warrant query and confirmation procedures to notify the officer of the HIT status.

Once the dispatcher has completed this process and is asked by the officer to complete the confirmation status the following steps with, be taken via the NCIC system. When a Hit Confirmation Request is received by the communication center:

1. The dispatcher will respond appropriately based on the priority level specified in the YQ.

2. Dispatchers will pull the entry packet on the subject or item on the request and confirm the data in the request matches the information we have on file, i.e.: name and date of birth, SSN, or license plate/VIN number, etc.…

3. After the item or subject is confirmed and a locate has been sent by the requesting agency, the dispatcher will then remove the item/person from NCIC and print our all associated documentation and staple it together and return to the TAC for further processing.

The dispatcher responsible for handling the confirmation must respond within the designated timeframe; 10 minutes for Urgent request and one (1) hour for routine requests. It is NEVER acceptable for our agency to fail to respond to a hit confirmation request after the first request. In the event a 2nd or 3rd hit confirmation request is received by our agency, the responsible dispatcher must immediately send the response and notify the on-duty or on-call supervisor. The dispatcher will then submit an IDC through their chain to their Regional Manager with an explanation as to why a response was not sent within the designated timeframes. Failure to comply with this NCIC requirement could result in sanctions against the agency.

7. HOW TO HANDLE AN NCIC HIT - STOLEN VEHICLES

   A. Hit received via query.

B. Advise the officer of the 10-75 and ask the officer if he is free to copy. If he can, give him the year, make, model, and color of the vehicle in the hit. Advise him of any caution indicators shown on the hit. Other information can be given at the officer's request. Clear the air if necessary. **SEND BACKUP IF NECESSARY OR REQUESTED.**

C. Make sure the hit is valid. Ask the requesting officer to repeat the license plate information or VIN to make sure you ran the record correctly.

D. IMMEDIATELY contact the originating agency via YQ.

E. The originating agency must reply to your confirmation request within ten minutes or advise exactly how long it will take. When YR is received, advise the officer if the hit was confirmed or not. If it was not confirmed, advise the reason.

F. After the recovery is made an NCIC locate message must be sent. This informs NCIC and the originating agency that the vehicle has, in fact, been recovered. An administrative teletype advising of the location and circumstances of the recovery, including any suspects, should be sent to the originating agency. The name and telephone number of the towing service should be given along with the recovering officer's name and CAD #.

G. A copy of all hit correspondence to include YQ, YR, LOCATE, AND ADMIN MESSAGE, will be printed and filed. Refer to:
NM DPS-CB 2017-27 NCIC HITS & CONFIRMATION (YQ/YR) PROCESS

8. HOW TO HANDLE AN NCIC HIT - WANTED PERSONS

A. Hit received via query.

B. In a timely efficient manner, make sure hit is valid by comparing name, DOB, SOC, and physical descriptors from the hit to the person on whom the check was made. Hits can be received on sound-alike names with the same DOB. Be careful and thorough when comparing the record, and checking for caution indicators. Other information can be given at the officer's request. Your position is to help the officer determine whether the person being checked is the wanted person or not.

C. Advise the officer of the 10-79 and ask the officer if he is free to copy. Once the officer advises clear to receive or free to copy information, the dispatcher will relay the warrant information as described in; Training Bulletin: warrant query and confirmation 2015-003

Include the following:
* Positive want felony or misdemeanor
* Name of subject
* Date of birth
* Jurisdiction
* Charge
* Bond

* Cautions
* Subject descriptors

Other information can be given at the officer's request. Advise the officer to stand by for confirmation. Clear the air if necessary. **SEND BACKUP IF NECESSARY OR REQUESTED.**

D. If the response from the officer is to stand-by when asked if able to copy, continue to stand by until advised otherwise and if needed, send back up. The purpose of asking the officer if ready to copy instead of giving information out immediately is to allow the officer to place himself in a secure position should the subject being checked return as a hit.

E IMMEDIATELY contact the originating agency of the hit record via YQ for verification of the record status. Send a hit confirmation asking if the record on which you received a hit is valid and whether they will extradite.

F. The originating agency must confirm the entry within ten minutes of your request, or let you know how long it will take via YR. Keep the officer advised of what is happening. When confirmation is received, tell the officer that the hit is confirmed. Should the confirmation record status return negative, or confirmation response indicates more time is needed to confirm, immediately advise the officer of the information received.

G Make a copy of the hit for the arresting officer. A copy of the YQ, YR, and locate will be printed and will be put in the NCIC TTY Correspondence file by month.

H After the arrest is made an NCIC locate will be sent. This notifies NCIC and the originating agency that the person in the record has in fact been arrested. The NCIC locate should be filed in the NCIC folder for that month.

I. If a warrant has been faxed to another agency, make sure a fax confirmation sheet is attached to the packet.

NM DPS-CB 2017-27 NCIC HITS & CONFIRMATION (YQ/YR) PROCESS

The following are requirements for Hit Confirmation Requests (YQ) and verification of Hits.

A. When sending a request for hit confirmation (YQ) to Canada, insert "NONE" in the NCIC field.

B. When an officer requests a 10-29 check, the dispatcher is to run the information via NCIC Open Fox. Once the HIT is received, the dispatcher is to follow NM DPS-CB 2015-003 training bulletin: warrant query and confirmation procedures to notify the officer of the HIT status.

C. Once the dispatcher has completed this process and is asked by the officer to complete the confirmation status the following steps with, be taken via the NCIC system.

1. Once the HIT is obtained and reviewed, the dispatcher will print out the HIT message and then will either right-click the HIT, which will prompt the YQ form or manually open the YQ form.

2. The dispatcher will fill out the form with the mandated fields and include the agency phone number, fax number, and the officer's name who is requesting the confirmation. If it is known where the subject/property will be held, that will also be noted in YQ.

3. Once the YQ has been submitted, the dispatcher will print the YQ message.

4. Once the YR Hit confirmation response is received, the dispatcher will advise the officer of the confirmation and print the YR response.

5. Once the officer advises he/she has the suspect detained, possession of the stolen property, or visual on a missing person, the dispatcher will either right-click the YR form, which will prompt the Locate form or manually open the Locate form.

6. The dispatcher will then submit the locate form and print out the locate message

9. MISSING PERSONS ENTRY PROCEDURES

A. ENTER AS SOON AS POSSIBLE: Per NCIC guidelines subjects are to be entered within two hours from receiving the call for service. The report does not have to be on file with dispatch at the time of entry however, the missing person affidavit must be signed and turned into dispatch before the end of your shift or notify the oncoming supervisor. A copy of the report must be obtained from the officer within 24hours. Attach CAD event to the packet.

   1. Receive pertinent and detailed information from the complainant.

   2. Dispatch field personnel to take the report.

   3. Create a missing person file folder.

   4. Pack the record

      a. wanted check

      b. Driver's license inquiry

      c. III (QH) for juveniles and adults

      d. Copy of CAD event

   5. Enter missing person in NCIC

   a. Information on the missing person affidavit should be the primary source of information used as well as information documented in CAD event that was obtained from the officer.

6. Caution Code is used when there is a missing person:

   a. armed/dangerous (used a weapon in crime/known to carry weapon)

   b. suicidal (if known list method)

   c. escaped from custody (previously known to escape from jail facility or other court ordered facility)

   d. addiction (drug/alcohol, prescription/illegal)

   e. caution required in approaching (mental state, III, known to be violent)

7. Place a copy of the missing person entry into the file.

8. An entry validation sheet will be completed and placed in the file.

9. Place the entire missing person file folder second check area.

10. Send out ATL/BOLO

    a. Send out an administrative message to areas where the subject may be located. This teletype should include all pertinent information and a photo if available.

11. Upon receipt of a $K message, update information on the missing person, if further information on the subject is received, modify or do supplemental to the original missing person's report.

    a. $.K. Missing Information Notification administrative message is sent to the ORI of record as a result of a quality control periodic automated review of the Missing and Unidentified Person Files. The review determines if the information is present in the Blood Type (BLT); Dental Characteristics (DCH); Fingerprint Classifications (FPC); Jewelry Type (JWT); and Scars, Marks, Tattoos, and Other Characteristics (SMT) Fields. If any entry date of a missing person record is over 30 days old and any of the above fields are missing, an on-line $.K. message, listing the missing fields, will be sent to the originating agency via the CTA.

    b. Update or modify any additional information.

    c. Place $.K. message in the missing person's file.

12. Upon receipt of a $M message, inquire on the NIC # on the $M to find out the identity of the person and forward the information to the entering agency for a follow-up.

a. $.M. Unidentified / Missing Person Match Notification $.M. administrative message is sent to the ORI initiating an entry/modification transaction that results in potentially positive hits during the missing/unidentified person comparison. It is also sent to the ORI(s) or record for the possible matches from the comparison.

b. Upon notification of missing person's return or recovery, open a CAD event and associated original CAD event. Document return/recovery of missing person and the means of notification (i.e. Phone call, admin message, YQ)

1. Assign an officer to confirm return/recovery. Once the officer has advised of return/recovery subject can be cleared and/or canceled from NCIC.

2. Clear or cancel from NCIC.
   a.Remove missing person file from missing person active drawer.

3. Upon receipt of YQ message and locate, the subject can be cleared and /or canceled from NCIC. Print out YQ, YR, LOCATE, CLEAR/CANCEL.

4. Attach copies of clear/cancel and staple all information in the file in a neat order.

5. Place stapled information in the box of TAC.

10. AMBER ALERTS/SILVER ALERTS/ ENDANGERED MISSING
****this section is still in process*****

A. Policy - All reported employees in accordance with the following procedures should immediately expedite child abductions.

B. Procedures - The normal call flow for a child abduction is:

1. Citizen calls 911 to report a child abduction.

2. Dispatch immediately dispatches appropriate law enforcement agency to investigate the incident.

3.The appropriate uniform supervisor is also notified of the call and initial P.I.O notification is sent.

4. When law enforcement provides dispatch with the necessary information to enter into NCIC – this entry will be done immediately.

5. Dispatch will immediately send out an "All Points" teletype providing all communication centers and law enforcement agencies as well as Border Patrol in the area with the child abduction information.

6. The investigating agency will radio broadcast all updated information when it becomes available.

7. Dispatch will make sure that all information and notes made on the incident are properly and fully entered into the CAD system for later reference by law enforcement or other communications personnel if such information is needed.

C. New Mexico State Police will make the appropriate announcement to the media regarding all Amber alerts. Dispatch personnel will familiarize themselves with this information and have the information available in the communications center for any inquiries made regarding the Amber Alert. This information will be passed down in shift brief.

D. Due to the potential for a large increase in 911 calls as a result of an Amber Alert Broadcast, the Communications Supervisor on duty will make sure that there are sufficient call takers available, even if it is necessary to call in additional personnel.

11. STOLEN VEHICLE ENTRY PROCEDURES

A. ENTER AS SOON AS POSSIBLE: Report does not need to be on file at the time of entry, however, confirm a signed theft affidavit must be obtained. A report must be obtained from the officer within 24 hours.

1. Receive pertinent and detailed information from complainant and create a CAD event.

2. Dispatch field personnel to take the report.

3. Pack the record:

   a. Check wrecker log (vehicle may have been towed)

   b. Check if repossessed (through CAD & and local dispatch centers)

   c. Run wanted checks

4. Create a stolen vehicle file folder.

5. If the license plate number is not available, enter with VIN.

6. Enter in NCIC

   a. Run plate and /or VIN

      - Print out query and entry and place in file

      - Complete a validation form and place in file

- Place a copy of CAD event in file

7. Send out ATL administrative message only if the destination is known and include a copy of the administrative message and place in file.

B. When notice of vehicle recovery received:

1. Pull hard file and confirm it is the vehicle.

2. Clear or cancel from NCIC

   - Place one copy with the stolen vehicle packet.

   - Place in the NCIC file for the month

   a. Provide officer with complainant contact information so he/she can advise of recovery, condition, and location of the vehicle. Document in CAD event that this information was provided to the officer.

12. WANTED PERSONS ENTRY PROCEDURES

A. Original or scanned copy of Warrant must be on file with dispatch for entry. The only exception is an entry of a temporary felony warrant in NCIC.

1. Receive warrant via Google Drive from Court and print it. (see attachment B for Google drive accessing steps)

2. Create a folder file for each warrant

   a. Create a label for the folder with Name, DOB, NIC #

3. Pack the record.

   a. Run master query. The reason for the query will be entered and WNO. Review all returns checking for matching Name, DOB, SOC. Print out DR return

   b. Criminal History:

   Run III full record if subject returns with an FBI #. Purpose code for the request is “C.” Reason for the query is entered and warrant #. Once FBI # is ran, print out and check for the following:

   - Citizenship
   - Skin color
   - AKA’s
   - SMT’s

- Additional Driver's license #'s
- SOC's
- Cautions

4. III can only be used if it can be determined that it is the subject by having a minimum of three of the identifiers. This includes the Name, DOB, SOC, and/or driver's license #.

   a. List the following caution code when applicable.

      i. Armed and dangerous (used weapon in a crime or known to carry weapon).

      ii. Suicidal (if known method used).

      iii. Escaped custody (jail facility or other court ordered facility).

      iv. Addiction (drug, alcohol, prescription or illegal).

      v. Caution required when approaching (mental state, III, violent tendencies)

5. Enter Wanted Person into NCIC

   a. Use information on the warrant as the primary source.

   b. Use caution code when applicable and enter as a caution wanted person

   c. Obtain descriptors off driver's license return (hgt.wgt, eye color, hair color)

   d. Add address information from warrant using code "R" current residence

   e. OCA for entry will be the warrant # without dashes, spaces, or periods.

   f. MISC field format: extradition limits/ cautions (if subject has any) offense/ bond/court/ issuing judge.

      Example: EXTR/NM ONLY/FTA ON ORGINAL OFFENSE SPEEDING/$1400 CASH BOND ONLY/DONA ANA MAG CRT/JUDGE WINGENROTH

   g. Supplemental information will be added if needed. This includes AKA's, additional DOB's, SOC's, driver's license #'s. SMT's. Keep in mind each supplemental form only takes 9 totals supplements at a time. You may have to make additional supplements to the record. Each supplement will be printed out and added to the packet.

h. Double-check all information is in format before sending. Print out entry and place in folder.

i. Query wanted person all file and print out QWA

j. Add validation sheet to file (see attached)

6. ORDER FOR FILE FOLDER

a. Right side: query, validation sheet, modify (if applicable), supplement(s) (if applicable), entry, DL query, III

b. Left side: warrant and supporting documentation such as criminal complaint or citations. File warrant in second check area in alphabetical order.

** All warrants must be entered into NCIC within 72 hours from date received**

B. Clear/cancel a warrant: either served or quashed

1. Pull warrant folder from file

2. Clear/cancel from NCIC

a. Place original NCIC clear in warrant folder and document on validation sheet.

3. When warrant served by field personnel or jail personnel attached fax confirmation or warrant sign out sheet to packet

a. After the warrant has been served and cleared, place packet in the TAC's box.

BREAKING DOWN OF WARRANTS

For Quashed warrants: break down is from bottom to top

- Warrant (without citations or criminal complaints)
- Most recent NCIC validation printout. If there is not a printout, include the QW (query)
- Original NCIC entry
- Clear and QA stating warrant is no longer in system
- Validation entry sheet (the one you create)
- Quashing order from the court

b. Staple all papers together and place in TAC box For served warrants: break down is from bottom to top

- Most recent NCIC validation printout. If there is not a printout, include the QW (query)
- Original NCIC entry
  YQ TTY (if applicable, remember if it is served in house you will not have this)
- YR TTY (if applicable, remember if it is served in hours you will not have this)
- Locate TTY (if applicable, remember if it is served in hours you will not have this)
- Clear TTY and QW TTY stating warrant is no longer in system
- Validation entry sheet (the one you create)
- Warrant sign out sheet or fax confirmation, whichever apply
- Warrant (without citations or criminal complaints)
  Staple all papers together and place in TAC box
- In both cases, if there is more than one warrant on the subject, make sure you are creating a packet for each warrant. This may require you to make copies of some forms. Records retention is one year.

13. GUIDELINES FOR WARRANT ENTRY

A warrant can only be entered into NCIC if it meets FBI criteria for entry.

- Name, DOB, gender, height, weight, and hair color must be on the face of the warrant.
- The warrant must have a court seal and the judges' signature.
- The warrant must list bond and extradition limits
- If supporting documentation is attached, verify that face of the warrant matches supporting documents. Supporting documents are not required for entry.

14. STOLEN LICENSE PLATE ENTRY PROCEDURES

A. Run registration inquiry.

B. Receive a copy of the offense/incident report. This should be received within 24 hours. Obtain a copy of the theft affidavit signed by the owner. *NOTE*: Make sure that the registered owner's phone number and complete address are on the offense/incident report.

C. Make entry into NCIC.
NOTE: Make certain that the registered owner's name, complainant's name, and vehicle description are entered in the MIS field.

D. Print out the entry

F. Make folder with license number, license state, and NIC #

G. Place registration inquiry, copy of offense/incident report, and the printout of entry in folder and file in second check file.

H. Add validation sheet to file

I. Retention period is the remainder of the year plus one (1) additional year.

15. STOLEN SECURITIES ENTRY PROCEDURES

A. Receive a copy of the offense/incident report.

B. Make entry into NCIC.

C. Print out the entry

D. Make a folder with a description of security and the owner's name.

F. Add validation sheet to file

G. Place folder in the second check file.

Retention period: Traveler checks/Money orders - Balance of the year entered plus two. All other securities - balance of the year entered plus four.

16. STOLEN ARTICLE ENTRY PROCEDURES

A. Receive a copy of the offense/incident report.
* NOTE * Make certain that the registered owner's phone number and complete address are on the report.

B. Make entry into NCIC.
* NOTE * Make sure that the registered owner's name is entered in the Mis field.

C. Make folder with serial number and registered owner's name.

D. Add validation sheet to file

E. Place folder in the second check file

F. Retention period is the balance of year entered plus one.

17. STOLEN GUN ENTRY PROCEDURES

A. Receive a copy of the offense/incident report.

* NOTE * Make certain that the registered owner's phone number and complete address are on the report.

B. Run query on gun via serial number and print out the query

C. Make entry into NCIC. Print out entry and place in the folder

* NOTE * Make sure that the registered owner's name is entered in the Mis field.

D. Make folder with serial number and registered owner's name.

E. Add validation sheet to file

F. Place folder in the second check file

G. Retention period: Until the originating agency clears entry.

18. STOLEN BOAT ENTRY PROCEDURES

A. Run registration inquiry.

B. Receive signed theft affidavit and offense/incident report.
* NOTE * Make certain that the registered owner's phone number and complete address are on the theft affidavit.

C. Make entry into NCIC.
* NOTE * Make sure that the registered owner's name is entered in the Mis field.

D. Make folder with registration number and registered owner's name.

E. Add validation sheet to file

F. Retention period: Without boat hull number - 90 days with hull number - balance of year plus four

19. RECOVERY OF STOLEN / MISSING ENTRIES

(This is all other categories not specifically outlined in NCIC)

A. When information is received via teletype of recovered stolen/missing entries in NCIC the following shall apply:
1. Pull the hard file
2. Clear/cancel the entry.

3. Place a copy of clear/cancel entry with:

B. The report on file and put the packet in the TAC box for further processing. Run a query after the record has been cleared or canceled to verify that the record has been taken out of the NCIC system. Print and attach to the packet.

C. Provide the officer with complainant contact information so he/she can advise of the recovery, condition, and location of the vehicle. Document in CAD event that this information was provided to the officer.

20. INTERSTATE IDENTIFICATION INDEX (Triple I or III)

A. Security and Confidentiality

III records shall be maintained in a secure records environment. Such storage of records may be for extended periods only when the III records are key elements for the integrity/utility of the case files/criminal record files in which they are retained. Operators shall use the terminal only for those purposes, which are authorized.

1. Authorized personnel – III information will **only** be released to law enforcement personnel with whom we have an agreement.
   a. III must be signed out by the officer or uploaded in the Z drive. A III request form must be submitted.
   b. III requests that are not used for entry into NCIC will be logged in the III book under the corresponding month. Logs will be kept on file for the previous year and the current year. (see log example attached)

2. A valid/specific reason must be given to run III. A traffic stop with suspicious subjects does not constitute a III request. A CAD # must be utilized as the reason for the request along with a brief description of the request. (i.e. DUI 16-123456)

3. The following III Information must be logged in the III log:

   a. Date

   b. Agency and Requestor's full name

   c. Subject's information (Name, DOB)
   d. Reason for III request must be valid/specific i.e. Felony DWI, Burglaries, Release of a weapon, etc.… and must include CAD #

   e. Requestor's signature is required before the release of the III.

   f. If III is faxed, the fax confirmation must be kept on file in the log book.

g. Disposition (i.e. Faxed, shred, officer pickup)

B. Procedures

1. Receive request from authorized personnel with a valid/specific reason.

   a. Create a CAD event documenting request, name of the requestor, and subject's information.

2. Run QH (Inquiry to determine the existence of an Index record) using the correct ORI. If III returns with an FBI number, run a full record request query via FBI # ***3-18***

21. $ MESSAGES

A. $.H. Originating Agency Notification

1. $.H. administrative message is sent to the ORI of record when an inquiry, entry, or modify transaction results in a hit response; and the Notify Originating Agency flag (NOA) is set to Y in a NCIC 2000 formatted record. This replaces the use of NOAH in the MIS Field of an NCIC formatted record, which did not generate an automatic message but directed the user to contact the owner of the record.

   a. If information matches, send an administrative message to the sending ORI.

   b. If the warrant is housed at our center. File $.H. message in file.

B. $.H. Delayed Inquiry Hit Notification

1. $.H. administrative message is sent to the ORI entering or modifying

   a record, which resulted in a hit response for an inquiry made within the last 5 days.

   b. If information matches, send an administrative message to the sending ORI.

   c. If warrant is housed at MCMDA, file $.H. message in file.

C. $.J. Emancipation Notification

1. $.J. is sent to the ORI of record when the individual of the record reaches the age of emancipation. The NCIC System determines this monthly by comparing the Date of Emancipation Field with the current date.

a. Place $.J. message in the file for the juvenile.

D. $K. Missing Information Notification

1. $K. administrative message is sent to the ORI of record as a result of a quality control periodic automated review of the Missing and Unidentified Person Files. The review determines if the information is present in the Blood Type (BLT): Jewelry Type (JWT): and Scars, Marks, Tattoos, and Other Characteristics (SMT) fields. If any entry date of a missing person record is over 30 days old and any of the above fields are missing, an on-line $K. message, listing the missing fields, will be sent to the originating agency via the CTA.

2. You will need to update or modify any additional information

3. Place the $K. message in the missing person's file.

E. $M. Unidentified/ Missing Person Match Notification

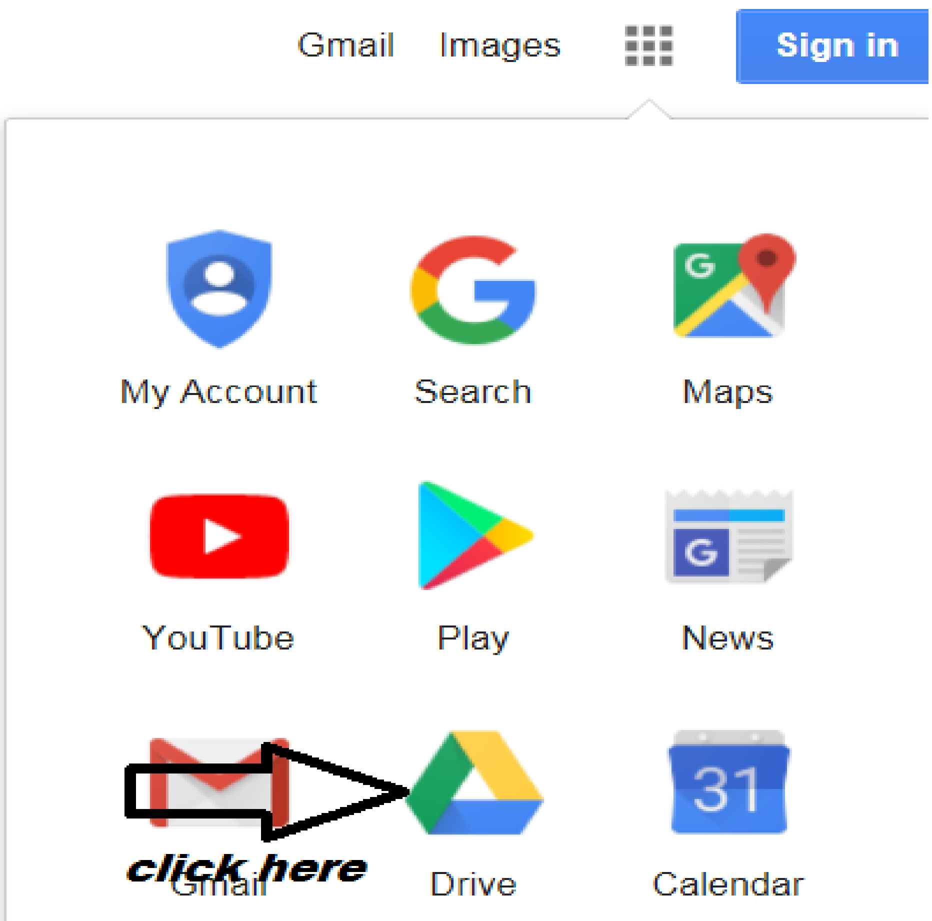
1. $M. administrative message is sent to the ORI initialing an entry/modification transaction that results in potentially positive hits during the missing/unidentified person comparison. It is also sent to the ORI(s) or record for the possible matches from the comparison.

SHREDDING OF CONFIDENTIAL INFORMATION

At the end of the officer's shifts, all teletypes/returns are to be shredded. (All inquiries made through driver's license and registration checks.)

Attachment B. Google Drive Step 1. Logging on.

www.google.com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Images
Sign in
My Account
Search
Maps
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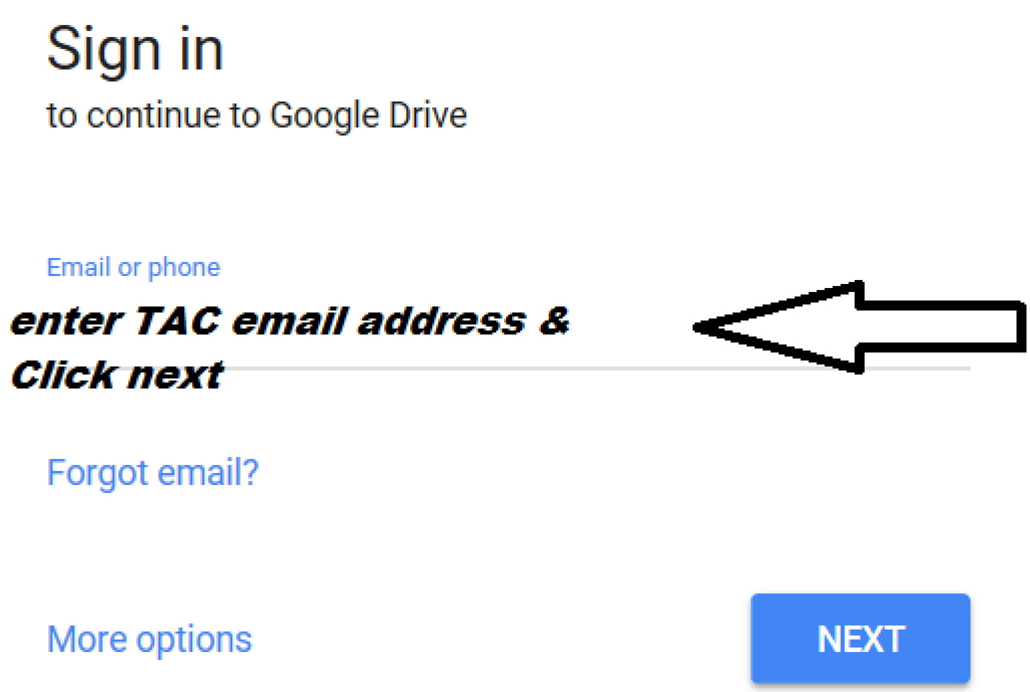
Play
News
Gmail
Drive
Calendar
31
click here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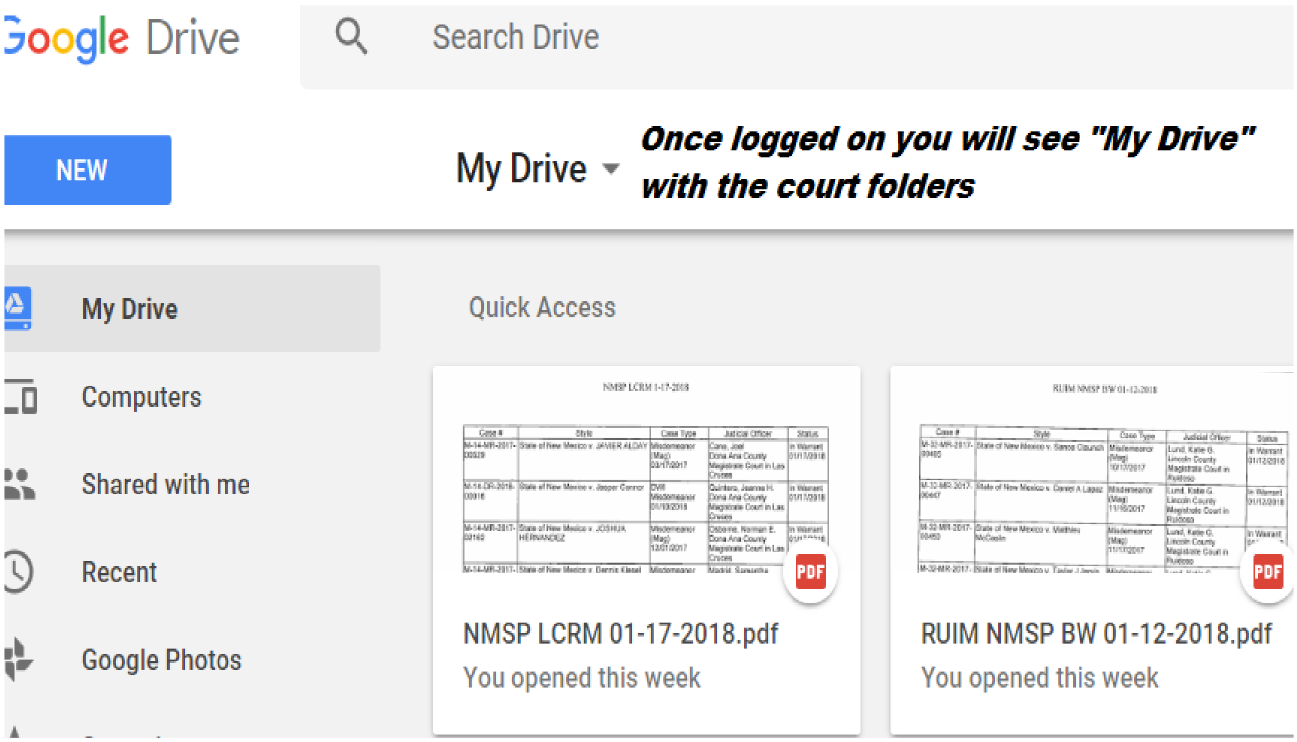
to continue to Google Drive
Email or phone
enter TAC email address &
Click next
Forgot email?
More options
NEXT


Google Drive
Search Drive
NEW
My Drive
Once logged on you will see "My Drive" with the court folders
My Drive
Computers
Shared with me
Recent
Google Photos
Quick Access
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You opened this week
RUIM NMSP BW 01-12-2018.pdf
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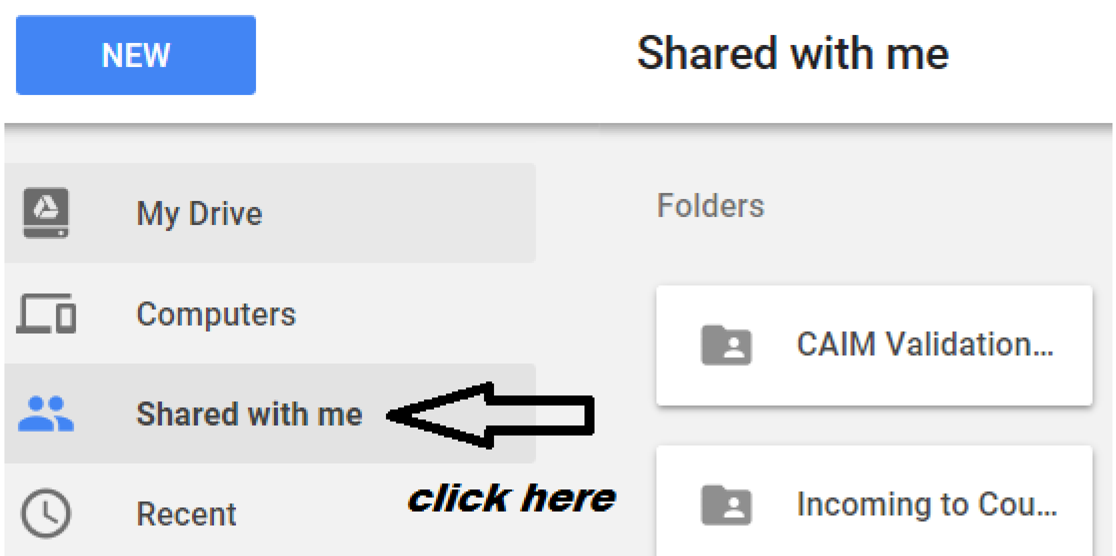
NEW
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Recent
click here
Folders
CAIM Validation...
Incoming to Cou...