

BALANCING BRILLIANCE "TRAIN THE TRAINER"

TAC CONFERENCE 2024





BALANCING BRILLIANCE

We will streamline the role of a TAC. From maintaining user accounts to mastering audits and NCIC files, you'll learn to manage these tasks with confidence. Join us to acquire the skills necessary to tackle every assignment with precision and expertise!

INTRODUCTIONS



Erin Sullivan

Dispatch Shift Supervisor
Agency TAC



Meghan Bench

Dispatcher Level III
Alt-TAC

St. George
911
Communications
Police Fire EMS

WHAT WE DO



HOW WE DO IT

Divide
and
conquer

Delegation



Cross-Train

We can each
perform all needed
tasks

Include each other in
correspondence

Communicate



Share

All materials are
shared



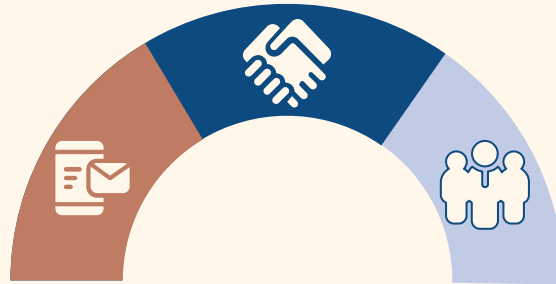
TEAM CHECK-IN

Share

Resources, Audits,
Ideas, Processes

Communicate

Get to know other
TACs in your area



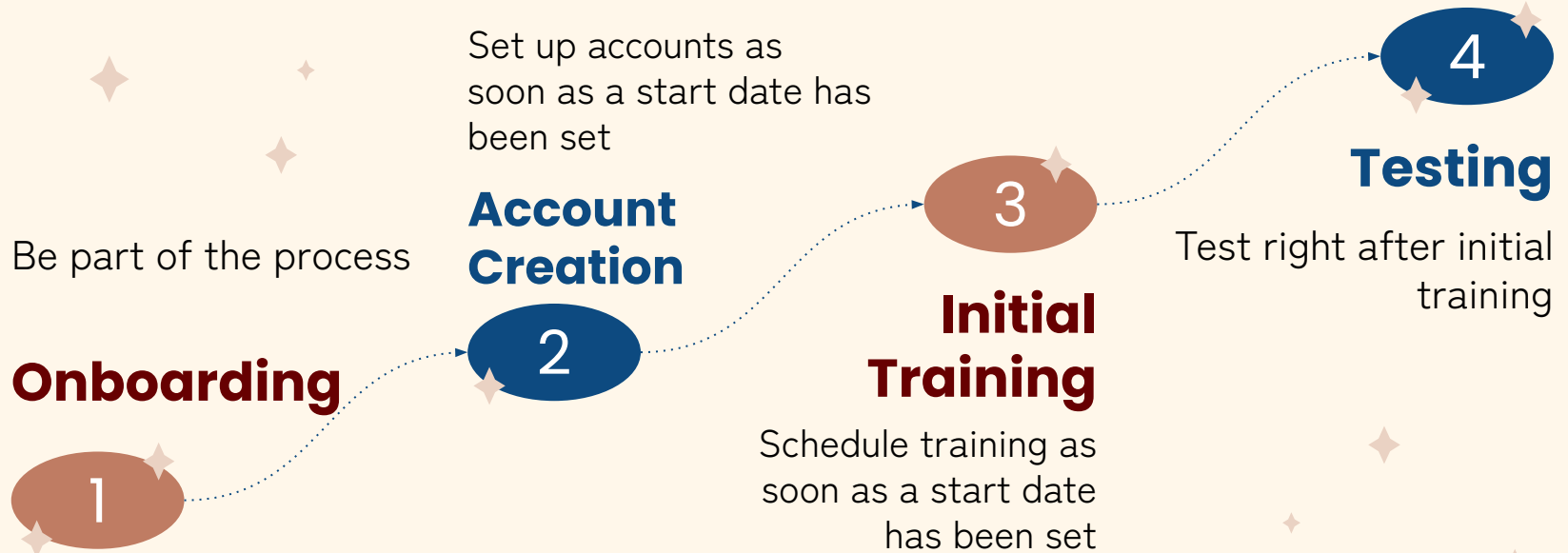
Meetings

Help keep each
other informed



TRAINING

STARTING THE PROCESS



UCJIS New User Set Up Form

Date: _____

Used for Spillman/Mobile/UCJIS Access
The information below needs to be completed and handed in at the earliest convenience.

Agency Name: _____

Full Name: _____ Sex: _____

AKA's (maiden name): _____ Date of Birth: _____

SSN: _____ DL#: _____

Cell Phone#: _____

Email: _____

Which Department? DISPATCH PATROL RECORDS A/C CODE ENF VIPS VICTIM SERVICES CUSTODIAN/OTHER

UCJIS Access

Has the employee ever had a UCJIS login with another agency? _____ yes _____ no
If yes, what agency/agencies? _____

Check below fields for access needed:

- General Patrol (27, 28, 29's, Citations)
- Ewarrants (requires additional training)
- Juvenile Criminal History
- Criminal History / Triple I (requires additional training)
- Non-User (meaning they wont access the program at all/just need it for security purposes)

- Complete a set of fingerprint cards
- Turn completed form into Amber Despain for Spillman/Mobile access
- Turn completed form into Erin Sullivan Or Meghan Bench for UCJIS access

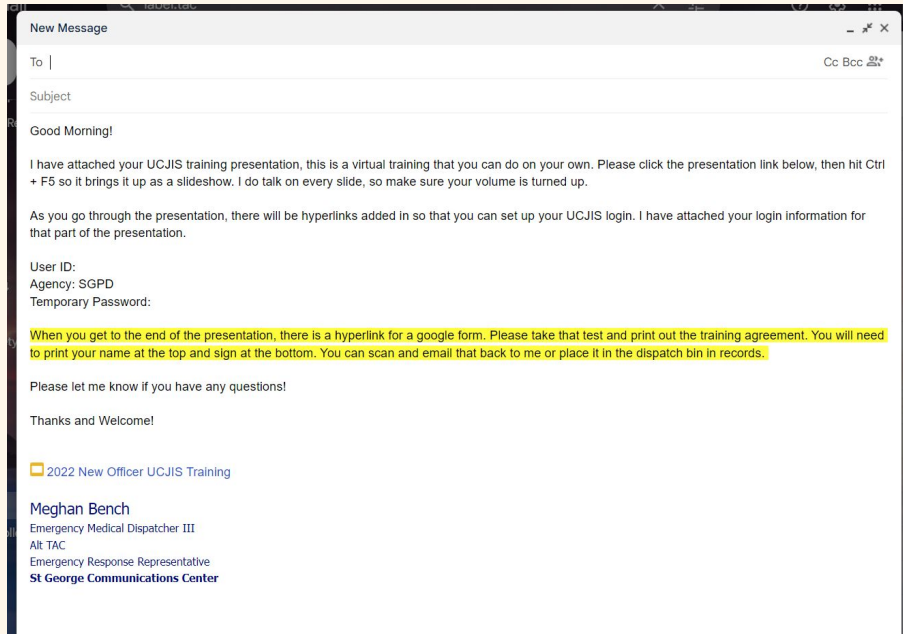
This section is for Dispatch Use Only

- Run background check - SW/PO/UCCH/III
ANY CRIMINAL HISTORY? YES _____ NO _____ (Print and attach to folder) Date Completed _____
- Enter info using the ADD transaction Date Completed _____
- BCI User Setup Google Form (LIVE SCAN) & Fingerprints
ADD LAPE & LAPO ON SPECIAL INSTRUCTIONS Date Completed _____
- Submit one set of fingerprint cards & User Setup form
If employee worked for another agency from 2015-current, fingerprints won't be needed Date Completed _____
- User/Non User Security Agreement Date Completed _____
- User Security Agreement sent to BCI Date Completed _____
- Reset password in UCJIS for new registration Date Completed _____

New User Setup Form

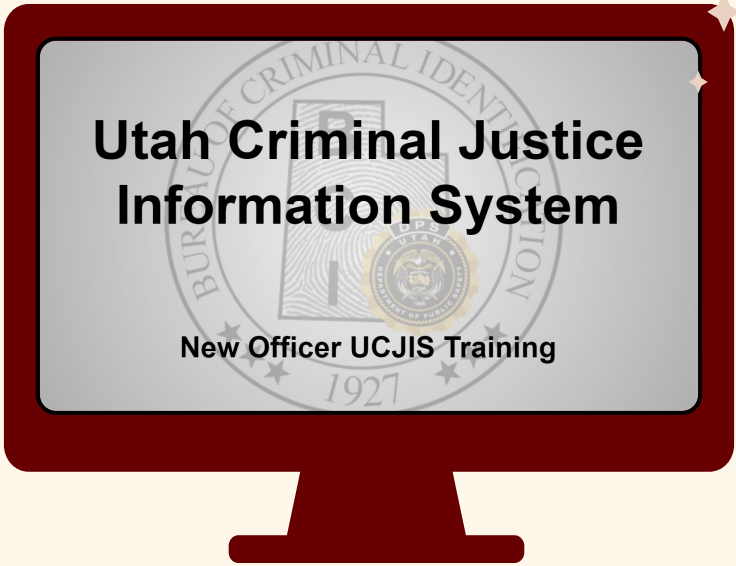
**This is filled out and provided to the TAC/Alt-TAC at the time of hire. This avoids any delays to access for new users. The user is active when they start and the new user training can be sent out that will help set up their account.

TRAINING EMAILS



We have email templates saved which makes it easier when sending out initial training emails.

We include all their login information and the training will walk them through everything from setting up their account to submitting an ewarrant.



VIRTUAL TRAINING

We have transitioned to virtual training and have tailored training to meet the needs of the each role. A voiceover has been added to make sure that important information is not missed

WHAT TO TRAIN



**Security
Awareness**

**BCI & NCIC
Manuals**



**Misuse and
Consequences**

**Privacy,
Dissemination,
and Security of
CJIS**



Use videos, shift briefings, e-mail, slideshow presentations, bulletins, posters for training purposes. Training should be continuous and ongoing

TESTING



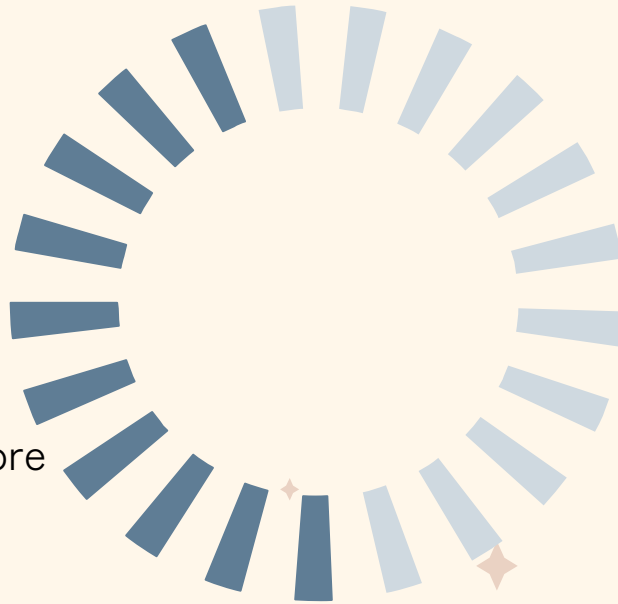
Plan ahead -
schedule testing
emails in advance



Utilize REPT
transaction



Do a refresher
training right before
testing



Keep records of
training & testing
dates



Provide feedback
at time of testing



TESTING MATERIALS

Example of Test Feedback

Choose correct answers: 111

Suzanne's Law is a federal law that requires missing persons under the age of ___ to be entered in NCIC within 2 hours of receiving the minimum data required to enter an NCIC record 1 points

13

18

19

21 ✓

Feedback for correct answers ✎ 🗑

On April 7, 2003, the United States Congress enacted Suzanne's Law that modified Title 42, United States Code, Section 5779(a). In accordance with this change, agencies are now required to immediately enter records into NCIC Missing Person Files for missing juveniles under the age 21. Previously, immediate entry was required for juveniles under the age 18. The federal law is named after Suzanne Lyall, a University of New York State at Albany student who has been missing since 1998.

[Missing Persons](#)

Feedback for incorrect answers ✎ 🗑

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[Missing Persons](#)

Done

Example of Training Logs

A	B	C	D	E	F	G	H	I
User ID	Full Name	Training Expiration Date	User Security Agreement	User Testing Agreement	Access Level	1st Email Sent	2nd Email Sent	Notes
jsmith	John Smith	10/01/2024	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			
jdoue	John Doe	12/30/2024	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2			
jadoe	Jane Doe	01/20/2025	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			
ybear	Yogi Bear	5/10/2025	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			
trecord	Thesa Record	10/31/2025	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			
jttest	Joseph Test	01/01/2026	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			
mmouse	Mickey Mouse	02/15/2026	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2			

**Sort the training expiration date column "A-Z" to get the soonest expiring date at the top

Give feedback at time of testing for extra training

TESTING MATERIALS

Good Morning,

Your UCJIS cert date expiration is approaching, and it's time to test again. I have included a link for the test and the manuals. I need you to complete the test, print and sign the attached User Testing Agreement at the end of the test, and get it back to me before you expire. You only need to print your name at the top and sign the bottom of the form, I will fill out the rest of it for you.

This form must be sent to BCI, so I will not reset your cert date until I have the User Testing Agreement back.

The test is simple - it's all online and open book. It takes only a couple mins. Painless, I promise :) Also, you must pass with an 80% (you can only miss 4), but you're free to take the test as many times as needed to achieve a score that you're happy with.

Expiration Date:

[Test](#)

[Manual](#)

(or you can access it from the regular UCJIS site, by typing TAC in the transaction bar, located in the top left hand corner)

Thanks!

Approximately one day a month is spent scheduling training expiration reminder emails. Templates are handy for this as well. For example: In September, all the emails will be scheduled for those expiring in October.

Users and Non-Access Users will receive notification 30 days prior to expiration.

If they have not taken and passed the test before, they will be reminded again 10 days prior to expiration.

Good Morning,

Just a reminder that your UCJIS will expire on:

Please take the test and sign the attached form and get it back to me so that I can update your training and you can continue to have UCJIS access without interruption.

**If you have already completed this, please disregard this email*

Thank you,



NCIC

**AND ALL THE FUN THAT COMES
WITH**

NCIC LIFE CYCLE

Most LEO's using Google Form to email

LEO Request NCIC Entry



Dispatch Completes

Dispatch completes entry & responds to LEO

Supervisor or Shift Lead 2nd party Entry

2nd Party Check



Validate NCIC

Validate as required & document validation

LEO will submit req &/or Hit Received

Removal

LEO Request or Hit Received



2nd Party

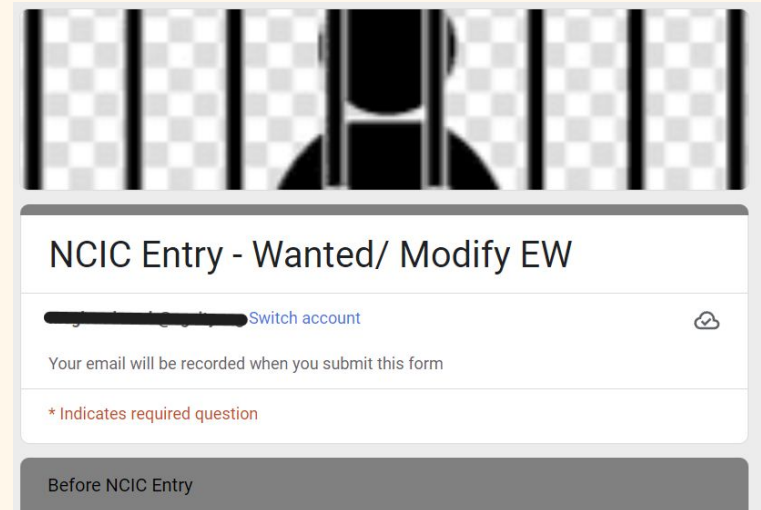
Supervisor or Shift Lead 2nd party Removal

NCIC FORMS

Our agency uses Google forms for most everything and we have been able to go almost completely paperless due to this.

It was a lot of work to get set up in the beginning, but now makes everything much easier

Dispatchers also follow a google form when entering the article, person, vehicle etc... onto NCIC. This helps us avoid missing any steps and has helpful tips...




The image shows a screenshot of a Google Form interface. At the top, there is a header area with a blurred background image of a person's face. Below this, the form title is "NCIC Entry - Wanted/ Modify EW". Under the title, there is a "Switch account" link next to a redacted profile picture. A notice states "Your email will be recorded when you submit this form". Below that, a red asterisk indicates "* Indicates required question". At the bottom of the form, there is a dark grey bar with the text "Before NCIC Entry".

NCIC FORMS cont'd...

<input type="checkbox"/>		NCIC Removal - NCIC.	NCIC Vehicle Removal - 24P024672 - An NCIC REMOVAL for a NCIC Vehicle Re...		3:45 PM
<input type="checkbox"/>		NCIC Entry - NCIC V. 2	Your NCIC Vehicle Entry has been completed by dispatch - Your NCIC Vehicl...		3:09 PM
<input type="checkbox"/>		NCIC Removal - NCIC.	NCIC Vehicle Removal - 24P024667 - An NCIC REMOVAL for a NCIC Vehicle Re...		3:05 PM
<input type="checkbox"/>		NCIC Entry - NCIC V.	NCIC Vehicle Entry - 24P024672 - An NCIC Entry for a NCIC Vehicle Entry has ...		3:02 PM




A form is filled out by an officer requesting entry (or removal) and when submitted will be emailed to all of dispatch to avoid things being missed upon submission. Dispatchers are able to “accept”, “reject”, or “request more information” once this is received.

The form will look like this with all the information needed for the NCIC entry 

Type of Entry: NCIC Missing Person Entry Incident Number: 24P012345
 Officer Name: Erin Sullivan POW: 2x905
 Email Address: erin.sullivan@sgcity.org Agency: St. George Police Department -
 ORI:UT0270100
 Date & Time Submitted to Dispatch: 08/28/2024 12:20:31

MISSING PERSON ENTRY

Missing Person Entry: Disability (MKE-EMD) (MNP-MP) A person of any age who is missing and under proved physical/mental disability or is senile, thereby subjecting themselves or others to personal and immediate danger
Explain Why/If Disability, Endangered, Involuntary or Other: Mental Health issues, elderly
MISSING PERSON CIRCUMSTANCES (MPC): NONE
CAUTIONS & MEDICAL CONDITIONS (CMC): 0 - ARMED AND DANGEROUS, 5 - VIOLENT TENDENCIES, 20 - KNDOWN TO ABUSE DRUGS, 25 - ESCAPE RISK, 55 - ALCOHOLIC, 80 - MEDICATION REQUIRED, 1 - OTHER* (Explain Below)
Other Cautions & Medical Conditions: Mental Health issues, takes medication
 Picture?: Yes

Please attach photo (<10MB):
 Date of image: 08/01/2024

<p>Last Name: Bear First Name: Yogi Middle Name: Franklin Date of Birth: 02/01/1950 Place of Birth: Utah Sex: Male Height: 6'0 Weight: 350 Race: U - Unknown Eye Color: BLK - Black Hair Color: BRO - Brown Date of Emancipation: 01/01/2001 Scars, Marks, Tattoos, Piercings & Physical Characteristics (SMT): Pierced eye brow, tat on left shoulder, scar right leg Possible Destination: parks with picnic tables Medication in Possession: diabetic, anxiety and depression Amount of Money in Possession: 0</p>	<p>Date of Last Contact: 08/26/2024 Driver License #: ##### Driver License State: Utah - UT Expiration Year: 2025 Social Security #: ##### FBI #: abc123000 Skin Tone (SKN): LBR - LIGHT BROWN Jewelry (JWT): earring stud in eyebrow Alias (AKA): Yogi Bear Nicknames/Monikers (MISC): Honey Boo Boo Misc Number (MNU): UT ID card</p>
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2nd Party Checks

Once an entry or removal has been completed, it is sent to a supervisor or shift lead for a 2nd party.

The 2nd party will go through all the same steps that were taken to enter it to ensure that everything is complete and nothing was missed.

If there are any corrections to be made, it is sent back to the entering dispatcher to fix - we try to use this as a teaching moment whenever possible

We document our 2nd party in the CAD call to keep a clear trail for audit purposes

2nd Party Checks

2ND PARTY Sun Aug 11 13:07:40 MDT 2024 MBENCH
EW Wed Aug 07 18:27:24 MDT 2024 2X939 SLARSEN

MKE/WANTED PERSON

VALIDATIONS

1

NVALL - Go get 'em
(Mine go on a sheet so I can make notes)

4

Modify entry with any
updates & validate

2

Verify status in local files

5

Validate local files
(if changes to entry, attach newest version)

3

Query Everything again
(like you would a new entry)

6

Attach TA-DA

VALIDATIONS cont'd

MI	10616	08/24/24	VALIDATED BY MEGHAN BENCH	VALIDATED
MI	4069	09/22/23	VALIDATED BY ERIN SULLIVAN	VALIDATED

MKE/WANTED PERSON
EXL/1 - FULL EXTRADITION
ORI/UT0270100 NAM/[REDACTED] SEX/M RAC/W ETN/N POB/RU
DOB/[REDACTED] HGT/509 WGT/180 EYE/BLU HAI/BLN FBI/K91R26065
SKN/LGT]
MNU/0A-FL98511356
OLN/1706198389 OLS/NV OLY/2023
OFF/FRAUD - ILLEG USE CREDIT CARDS - 2605
DOW/20230517 OCA/19PI00196
WNO/985853268
VLD/20230827 VLN/ERIN SULLIVAN NOA/N
MIS/4 COUNTS F3 UNLAWFUL ACQUISITION OF FINANCIAL CARD, MA KNOWINGLY USE FALSE
MIS/FINANCIAL CARD, MB KNOWINGLY USE FALSE FINANCIAL CARD \$20000 BONDABLE
DNA/N
ORI IS ST GEORGE CITY PD 435 627-4300
AKA/[REDACTED]
AKA/[REDACTED]
AKA/[REDACTED]
IMN/I540937967 IMT/M
NIC/W [REDACTED] DTE/20230525 1339 EDT DLU/20230827 0844 EDT
"VALIDATE NAM/[REDACTED] NIC/[REDACTED]

↑
We document the validation in several places including in the original incident

←
We pull our validations and create a google document of them and add the “ta-da” to the bottom to let each other know that one has been done and also to avoid missing anything