

CALL –TAKING/PHONE SKILLS

TELEPHONE OPERATIONS

The vital and specialized support role of the Public Safety Dispatcher dictates the need for highly dedicated and self-motivated person to be assigned to this key function. Professional demeanor and a strong personal desire to provide effective service must be the primary job goals of the women and men who provide the critical communications link between the needs of the community and the resources of the public safety agency.

The job requirements of the call-taker are exacting. There is an expectation that a high standard of proficiency be achieved, as knowledge gained through training, on-going experience, and natural abilities all come together to enhance overall performance. As the required level of proficiency is attained, you will earn the confidence of co-works, officers and supervisors. They are aware of the contribution you make to their respective duties, the department's image, and the public's safety.

As a Dispatcher handling incoming calls for service, it is your responsibility to screen these calls in order of priority and importance. It is also your responsibility to convey a positive image of the department and your position by displaying a courteous and professional demeanor during all telephone contacts. To obtain accurate and complete information, proper questioning and listening techniques must be utilized at all times.

As a Call-taker, RIMs will verify any address you enter into an incident and let you know if it is a valid address. On locations outside of the City, the computer will list the location as County Jurisdiction and prompt HCSO if it is a police call.

The objective of your telephone training is:

- A: the ability to speak in a voice that is clear, easily understood, and authoritative;
- B: the ability to deal courteously with the public under **any** circumstances;
- C: the ability to take control and direct the flow of the conversation;
- D: a knowledge and understanding of call screening and prioritization;

- E: a recognition of the importance of information verification;
- F: a knowledge of logical questions to ask, in the proper sequence;
- G: the importance of keeping others in the room and supervisors appraised;
- H: knowledge of 911 technology

VOICE QUALITY

See yourself as others hear you. Have you ever stopped to wonder how you would sound if you could call yourself? You would find that your speech has four important characteristics:

- A. Cheerfulness
- B. Distinctness
- C. Volume
- D. Speed

Every telephone call must be answered with a pleasant voice, never a brusque or gruff voice that might be intended to impress someone or is left over from a previous difficult phone call. It is not a sign of weakness to be empathetic or polite. Be attentive to the caller and attempt to determine from the caller's tone of voice the urgency of the call. Keep the length of all incoming calls short. Be polite, but discourage the marathon conversation. They may have a wealth of information to give you, but only a small portion of the information is pertinent to the call.

Speak clearly. Enunciate your words. If you mumble and have to repeat yourself, you will waste valuable time.

Voice level should be of adequate volume, but don't shout. If you speak too softly you will have to repeat yourself and this will waste time. If you speak too loudly, you may offend the caller and give the appearance of being rude or impatient.

Project and air of authority and knowledge. This is called **COMMAND PRESENCE**. Make positive and accurate statements. If you give the impression that you know you are correct, the caller will accept your authority and expertise. If you seem hesitant and unsure, the caller will question your abilities.

PROFESSIONALISM AND COURTESY

PUBLIC RELATIONS

Do you realize that you are one of the top public relations people in the department? When someone calls, you ARE the Arcata Police Department. If you appear cheerful, knowledgeable and interested, their attitude toward the department will generally be a good one.

IDENTIFY YOURSELF

In the interests of professionalism and saving time, tell the caller immediately, "Arcata Police, this is (your name) or "9-1-1 Where is your Emergency" or "Communications, (your name)", depending upon which line you have answered. The caller should never have to ask which agency or dispatchers they have reached.

ANSWER QUICKLY

No one likes to be kept waiting, especially on the phone. Make a real effort to answer every call before the second ring. That incoming call that you have kept waiting may well be a life in danger. Every second counts. Remember, an emergency call could come in on any phone line. Also a person who was kept on hold too long could have had a pleasant attitude to begin with, but is now irate and difficult to handle.

LEGAL JARGON

Utilize plain, every day language with the public. They don't understand legal jargon or radio codes. Remember the last time you attempted to talk to an attorney or mechanic and you felt alienated or irritated because you had to continually ask them for a lay-man's term translation? Never attempt to educate the public in law enforcement terminology. For example, don't waste time by explaining the difference between a robbery and a burglary. They don't care and you may have alienated a person who only wants to report an incident.

PERSONAL CONDUCT

Remember, you are ALWAYS being recorded. Develop good telephone habits. You should be dignified without sounding aloof, friendly without becoming familiar, and sincerely interested in the caller. Make personal calls brief or outside the Communications Center.

You must be careful, at all times, not to do or say anything that may be construed as disparaging of any race, creed, sex, or class of people. If the caller is making disparaging remarks about an ethnic group,

ignore it. Don't fall into the trap of becoming argumentative or defensive even if you are personally offended.

Be businesslike at all times, but use your sense of humor when appropriate. It can help the call get through a trying time and will certainly leave you feeling better. People respond to a smile in the voice and it will help them feel that you are genuinely interested in their problem. Avoid unprofessional expressions. Never appear flirtatious. Again, remember you are being recorded. Would you be embarrassed to have a call listened to by your supervisor, or how about in court? The crux of this matter is knowledge and sincerity. The public can spot a phony, and your whole rapport with the caller could be gone before you realize it.

COMMUNICATIONS BARRIERS

You will be frequently dealing with emotional persons. When a caller requests assistance from a public safety agency, an element of emotion, in greater or lesser degree, is always present. You will eventually develop your own style, but you must become proficient in communicating properly and effectively with callers who are:

TALKING TOO FAST

When excited, most people speak far more rapidly than they do in normal situations. They may talk with such speed that words run together and comprehension of what they are saying becomes difficult. You probably can't type as fast as they are talking. Always use a calm, confident sounding voice. Be compassionate, but not personal. Explain to them what is taking place (ie. Prioritizing the call), how the officers will be handling the call (id. Searching the area first before making contact, etc.). If time allows, explain why it is necessary for you to ask the questions you are asking. **THE QUESTIONS ARE IMPORTANT.** Your choice of words and phrases can inflame or calm a situation. Help them realize that you and the responding officers will help them.

HOSTILE

Hostility is contagious. Treat hostility with courtesy, it is also contagious. With uncooperative or evasive callers, a greater attempt must be made to control the conversation. If they are yelling, do not yell back. Speak in a very soft voice and they will normally quiet down in order to hear you. Never place your personal or professional reputation in jeopardy by responding to profanity with profanity of your own, regardless of the provocation.

ANGRY

Realize that most callers who are angry are not angry with you and have genuine reason, at least to them, to be angry. Be sympathetic. Sometimes a good "ear" is all they need to dissipate the anger and become a good reporting party.

HYSTERICAL

Calm the hysterical caller. It is the only way you can get the information you need. Explain the need for them to calm down and assist them in doing so. Suggest a couple of deep, slow breaths before they attempt to talk. Tell the caller that you can help them and repeat that until they hear it. (ie. "I can help you, I can help you")

INTOXICATED

Don't assume that because a caller is intoxicated that you have an excuse for being rude or discourteous. Do not hang up on a drunk caller before evaluating his request. This may be the time that service is truly necessary. If after questioning it is determined or suspected that the caller is inebriated, be sure to include that information in the call.

MENTALLY UNSTABLE

Mentally unbalanced callers are the most difficult type of caller. Listen to what is being said and if the caller can keep one train of thought. Evaluate these calls carefully. Chronic callers can and do make bona fide calls for service. Be sure to include your suspicions in the call.

LIMITED ENGLISH SKILLS

The situation with a foreign born citizen may have to be more thoroughly probed to secure the information necessary for full thought transfer to occur. Specifically, the barrier is the difficulty to say in words what a situation is because of unfamiliarity, or lack of knowledge, of words necessary to effectively communicate. Make a concerted effort. For 9-1-1 calls, remember that a language translator is available. Conference the translator in to the call if necessary.

CHILDREN

Extract as much information as possible. Treat the calls from children very seriously. Don't assume that the child is simply playing on the phone. And remember, children are very suggestible. For example, if they are describing a car and you ask for a color, they may hesitate trying to remember and find the language to describe it. If you say "was it red?", then all of a sudden they may agree it was red just

because you are the authority figure. Call from children just take more time.

VERY OLD PERSONS

Treat the senile and confused caller with sympathy and respect. Take control of the conversation without seeming impatient or frustrated. Even though they may be calling for a non-police matter, you may consider sending an officer to check on the person's welfare.

EVASIVE CALLERS

The reasons for callers to withhold information or give false information are as varied as the callers. Be aware that the person may be a suspect who will attempt to report a crime as a "victim" in order to cover a crime they have committed. Callers may be in a situation which is civil in nature, however the reporting party hopes that the officers' presence will threaten the other party. The reporting will "add" to the story in order to get a unit. A caller may have a valid complaint, yet is trying to get the units to respond more quickly by embellishing. Juveniles, pranksters or persons who are upset with the police will make false reports for harassment.

"I DON'T WANT TO BE INVOLVED"

A reporting party may wish to remain anonymous by either refusing all information pertaining to their name, address and phone number, or by giving you that information and requesting that we not contact them, release the information to the offender or include that information in a report. The violator may be a friend and/or neighbor of the reporting party and the reporting party may not want the offender prosecuted. Most often the primary concern is that peace and tranquility be restored without undue and unnecessary legal proceedings which could ultimately create additional hostility and/or future police problems. In many instances, disclosure of the reporting party's identity could lead to further complications and retaliation by the offender. If the reporting party request anonymity and does not wish to be contacted by the officers, that should be noted in the call. You may assure the reporting party that the personal information they give the police regarding their name, address, phone number will not be disclosed to the persons who are creating a problem if the R/P does not wish it disclosed. IN most instances with will assist you in obtaining the proper reporting party information.

LIARS

If you feel the caller is giving you false information, check the call-back number. Check for contradictions in names, numbers and

locations. Ask them to repeat certain information later in the call. Listen for unusual noises or conversations in the background. Confirm that they really **see** a weapon.

COMPLAINTS AGAINST OFFICERS

In the event a Communications employee receives a complaint from the public regarding a police officer, transfer the call to the Watch Commander. If the Watch Commander is unavailable, start a call for service and route it to the Watch Commander. Don't get into the complaint and don't take sides.

COMPLAINTS AGAINST A DISPATCHER

In this unlikely event, transfer the call to the on-duty watch commander. If you feel you are going to have someone complain about you, notify the Communications Manager. It is much easier to have a rational conversation with a person making a complaint when the supervisor is briefed as to the events.

CALLS FOR HOME PHONE NUMBERS OF PERSONNEL

You will not give to anyone outside of current personnel, the home address of phone number of any employee. **There are no exceptions.** Make sure you know to whom you are speaking and that they are entitled to the information. If a person who is not a member of this department indicates that an emergency exists, offer to take the name and phone number of the calling party and make the call to the employee yourself.

CONTROL THE CONVERSATION

In order to ascertain the urgency of the problem and assist in prioritizing calls, the Call-taker must take control of the conversation. After the initial exchange, and you sense the need of the calling party, cut off superfluous wordage by leading the caller into a meaningful context by asking questions. Be courteous but firm. If appears the person calling does not have complete information, or is getting information from someone nearby, ask to talk to the most knowledgeable party.

Remember that you may only have seconds to abstract critical information for the citizen's welfare and officer safety. The caller may only have a few seconds to talk. The right questions must be asked first.

Callers will panic or become irate or hang up if you do not appear organized in questioning or confident in your work. How far can a suspect run or drive within the time it takes you to process the call? The dispatcher must have the information as quickly as possible PRIOR to arrival. Other citizens attempting to report emergencies may have to wait while you are wasting time with a citizen who is rambling or until you take control of the conversation to obtain the necessary information.

Once the Reporting Party has made the decision to call, found a phone, dialed the correct number, he must still explain the situation to you. The caller usually knows what they want to report, but they rarely know how to report it. Particularly in emergency situations, people may be under such stress that they have difficulty communicating quickly and clearly.

For this reason, the Call-taker must take control of the conversation in a courteous yet businesslike and professional manner (you will get to practice your command presence) and ask these direct questions.

WHERE (did the incident occur)

You cannot send help if you don't know where to send the units. Remember jurisdictional boundaries. Do not waste the caller's time to take the call if another agency is going to handle.

WHAT (type of incident)

You need to know immediately to properly prioritize incoming calls.

WHEN (did the incident occur)

The time element greatly impacts the priority of the call. Ascertain quickly if the crime is in progress, just occurred or has a longer time element. From the above information you should be able to determine if this is a high priority (emergency/hot call/urgent), a secondary priority or routine (cold call).

9-1-1

The State of California, like many other states, has adopted the 9-1-1 emergency phone system to expedite emergency police, fire and medical assistance to those who most urgently need it. This emergency telephone system enables the Public Safety Answering Point (PSAP) to immediately identify the telephone number and address of the calling party. 9-1-1 calls can be answered at all positions in the Communications Center. Each position is independently supported by Automatic Number Identification (ANI) and Automatic Location Identification (ALI) systems. The Arcata Police Communications Center is the primary answering point for Police. Therefore, the proper operation and maintenance of the 9-1-1 system is of vital importance to the welfare and safety of the residents of Arcata.

The 9-1-1 Coordinator for the City of Arcata is the Communications Manager. The Humboldt County Sheriff's Department is responsible for the 9-1-1 coordination for the County of Humboldt.

The 9-1-1 phones are to be answered within three rings by state law, however we at Arcata pride ourselves on answering on the first ring whenever possible. The appropriate way to answer 9-1-1 is by saying, "9-1-1 Where is your Emergency." After you say "9-1-1 Where is your emergency", listen to see if the call is an emergency. If the caller says that this call is not an emergency, and you confirm from a short conversation that this is the case, it is recommended that you ask the caller to call back on our non-emergency dispatch line of 822-2424 or the business office during business hours, 822-2428. Always remember that we can also call the reporting party back on a non-emergency line if for some reason they are unable to call the non-emergency number themselves. This can be very helpful for elderly or impaired callers who can not write down or remember the number we provide them.

On any 9-1-1 call, always verify that the address showing on the screen is accurate. If the person has recently moved or is calling from an extension of a main phone system located at another location, the ALI information may not be accurate.

The 9-1-1 System that the Arcata Police Communication Center uses is Vesta Software that is integrated with our Computer Aided Dispatch software.

TRANSFERRING A 9-1-1 CALL

When you receive a mis-routed or a call for assistance in another jurisdiction you should always tell the call that you can connect them directly with that department and then press the direct transfer button for the department needed. This can be done using the labeled button on the phone or clicking the XFER button on the computer screen. Stay on the line and announce "9-1-1 Transfer" and disconnect when both parties start talking. By law a 9-1-1 call may only be transferred one time. If a 9-1-1 call is mis-transferred the information must be taken and called in to the correct agency by the Arcata Police Dispatcher.

9-1-1 AND RIMs

The address and phone number that are displayed on the ALI screen are made to interface with RIMs and RIMs Map. Whenever you answer a 9-1-1 call you may capture the address (Or Lat/Lon) and phone number information in the incident.

ABANDONED AND HANG UP 9-1-1 CALLS

If you receive a 9-1-1 call that is hung up or abandoned without any background, ambient, or direct words or sounds reflecting a problem, disturbance or other emergency, create an incident for a 9-1-1 Unknown/Cell, call back the number and attempt to appropriate details to verify the need for an emergency response. If no answer, complete the CAD call narrative to reflect that nothing was heard on the call and no answer or busy on the call back and dispatch police units. You can choose to have the operator break in on a busy line if you feel it is appropriate.

If you receive a 9-1-1 call that is abandoned or hung up where background noise or direct words indicate a problem, disturbance or other emergency, create a 9-1-1 Unknown incident call with details of what was heard and dispatch police units.

When calling back on 9-1-1 calls always be sensitive to the wide range of Circumstances that may be present, prompting the call. The caller may be in a Situation that does not allow them to talk or answer questions. If you have any doubt that the 9-1-1 call is not false as the person contacted on the call back states, send police units to check.

Text-to-911

Text-to-911 is a new feature of the Vesta 911 Phone system which allows people to text 911 in lieu of calling when in the Arcata City limits. More information to follow from your trainer on this topic.

TDD CALLS

Telecommunications Device for the Deaf (TDD) is a feature of the phone system that allows the dispatcher to communicate with a caller using a TDD device. When a TDD call is received the phone system should identify the call as a TDD call and bring up the TDD Screen. Other characteristics that can help identify a call are silence, electronic tones, or a synthesized voice announcing the TDD call. If the screen does not display automatically, you can mouse click the TDD button on the telephone screen and it will bring up the TDD window.

Silent calls should be interrogated by bring up the TDD screen and sending a greeting and checking for a response.

After the TDD window is displayed, switch the keyboard arbitrator to 1 and either type "911 where is your emergency GA: or click on the preformatted message. You can use the preformatted messages or type whatever you need on the screen to communicate with the caller. You will see what the call is typing on the screen also.

Some abbreviations that you must know for communicating with a person using a TDD are listed below.

- GA - Go ahead it is your turn to type
- GA SK – I am getting ready to hang up
- Q – Question of ?
- PLS HLD or HD – please hold
- SK – Stop keying or end of conversation
- SK SK – I am hanging up

MANUAL QUERY

Due to a 1984 court decision, the telephone companies may only release non-published telephone listings and or subscriber information to a public safety agency only under the following conditions:

- A. To enable response to a possible life and death situation. These have been described as unknown trouble calls, barricaded subjects, suicides, medical emergencies, domestic violence, potential harm to a person and similar situations.
- B. In response to a lawful search warrant. (Manual Query is not used for this)

To obtain an address for a phone number in an emergency our agency has signed a legal document to have manual query capabilities on our phone system. This document states that we will only use manual query for an emergency such as those outline in item A above.

ALTERNATE PSAP

Humboldt State University Police Department serves as our alternate PSAP location which will take our 9-1-1 calls if for some reason our agency is unable to take calls. And we serve as the Humboldt State University Police Department's alternate PSAP location. The switch is located in the 9-1-1 room.

BUSINESS LINES

Although emergency lines must be answered first, remember that emergency calls can sometime come in on a business line and these lines should be answered as quickly as possible when the front office is closed or no front office employee is available to answer the calls

CALL SCREENING AND PRIORITIZATION

The purpose of screening calls for service is to sort out those calls that require an emergency response (red lights and sirens), and immediate response, a routine response or no response. Because all dispatcher are required to handle multiple incoming telephone lines, a clear understanding of the prioritization of these calls is vital.

HIGH PRIORITY CALLS

The highest priority calls are those in which the physical well-being of a person is in jeopardy. Examples would include injury traffic collisions, suicide attempts, domestic violence, medical aid, any call involving the use of weapons, including fights and robberies. Also, included in priority calls but to a lesser degree, all calls in which property is in jeopardy ie: burglaries, thefts or malicious mischief, where the crime is in progress or where the crime just occurred and the suspects are still in the area.

Procedure for high priority calls is as follows:

- A. Ascertain the location of the problem. It may not be within our jurisdiction to handle. Get the location of the problem and the phone number the Reporting Party is calling from in case it becomes an incomplete call. Confirm that where the Reporting Party is calling from is the same as the same as the location where the incident occurred. You may ultimately wind up with three different addresses;

- 1. the location of occurrence;
- 2. the location where the Reporting Party is now;
- 3. the Reporting Party's home address.

If the Reporting Party is calling from a business, get the name of that

business and include it in the call, including suite number, etc. If the caller is calling on 911, confirm that the address and phone number displayed are accurate.

- B. Ascertain the nature of the problem.

C. Weapon Information. Ascertain if a weapon has been seen, heard, threatened, or mentioned.

D. Send the call to the radio dispatcher immediately with the partial information. Advise the dispatcher verbally of the call, then return to the caller for further information. Update the call as new information is received so the dispatcher can advise the responding officers.

E. Ascertain if anyone is injured as soon as possible. Keep the party on the line. Update the call that there is an injury involved. Send ambulance and medical aid response if necessary. Advise fire/ambulance personnel to standby for police arrival if hazard exists.

F. For officer safety , it is imperative that you obtain the following immediately,

1. preferably in this order: Vehicle description and license number (use CYMBAL)
 - a. color – be specific – light blue, dark blue
 - b. year- at the minimum, newer or older model
 - c. make/model – Chev/Camaro, Ford/T-Bird etc.
 - d. body style – station wagon, 2 door, 4 door. If a truck, a full size, small pick up, a van, flat bed, etc.
 - e. anything else that can help identify the vehicle
 - f. license – make sure to ask specifically for the license
2. Direction of travel, whether on foot or in a vehicle. Use directions North/South/East/West and which street last seen on.
3. Weapon(s) used, if any- NEVER ASSUME ANYTHING. Just because no weapon was mentioned does not mean no weapon was involved. ASK. Also be sure the caller observed the weapon and not just assumed they had one because they were talking about it.
4. Number of suspects.
5. Suspect's description (one at a time)
 - a. race
 - b. sex
 - c. age

A+B+C= WMA (white male adult) HFJ (Hispanic female juvenile)

- d. height (at least tall or short)
- e. weight or build (thin, heavyset, muscular etc)
- f. hair/eye color
- g. clothing description – start at the top and work down the body. (ie. hat, jacket, shirt, pants, shoes, carrying anything)
- h. Physical oddities, ie. glasses, mustache, scars/marks/tattoos.

SECONDARY PRIORITY CALLS

These calls for service do not require an immediate response, but should be dealt with, ideally in 15 minutes or less. However, a situation such as combative shoplifter in custody by a merchant could well fall within the Priority 1 classification. All calls of this type must be carefully and accurately evaluated by the call taker to ensure that no person is in immediate danger. The procedure would be the same as above, except you need not send an incomplete call to the dispatcher and you need not keep the caller on the phone. However, the caller should be instructed to call back if the situation changes.

ROUTINE CALLS

The majority of calls received fall into this category. They are informational in nature, or the time element dictates that no person or property is in jeopardy. Calls in this category are usually handled in the order in which they are received, by the appropriate beat unit. Research indicates that the expectations of the caller and the ability of the police to satisfy those expectations are more important to citizen satisfaction than sheer speed of response. In other words, if the dispatcher tells the citizen that the officer will “be right there: and the officer does not arrive for thirty minutes, the citizen will not be impressed or satisfied with the response time. However, if the citizen had been told that an officer would be there in approximately thirty minutes, barring any emergencies and the officer arrive in fifteen minutes, that same citizen would probably be satisfied with the response time because the officer arrived earlier than expected. Before terminating the call, the caller should always be advised if there will be an undue time delay. If possible, call the caller back if the response is being delayed longer than first advised.

QUESTIONING AND LISTENING – SPECIAL QUESTIONS FOR SPECIAL CALLS

By carefully questioning and listening, the call-taker should be able to clearly identify the critical from the non-critical call for service. Once this has been established, there are specific questions and information that should be obtained, other than WHERE, WHAT, WHO, and WHEN.

The Key Questions pages were prepared for your reference and study but should not be relied upon as a crutch. Let the questions become second nature to you. If you learn good basic skills, then in an emergency your instincts will kick in and you will handle the call the same way as a routine call, only faster.

TRANSFERRING A CALL

Only transfer calls when necessary. None of us likes the proverbial “run around”. In time you will become proficient in answering many questions, but you will never be able to handle them all. When it is necessary to transfer, tell the caller what you are going to do. Make sure the transfer is to the proper person. Never give the caller misinformation and never guess. Rather, refer them to the proper party even if it means transferring the call. If requested information is not immediately available, obtain the name and number and return the call yourself. You can learn a lot of information in this manner.

PUTTING A CALL ON HOLD

Offer patience and tolerance. Regardless of how busy you are, the caller should never be treated with impatience. If possible, explain when it is necessary to put any caller on hold, such as “Hold on please, I have another line ringing”. When you put a caller on hold, try not to leave the caller for more than 60 seconds. Remember the information already provided and don’t make the caller start over each time you come back on the line. If you see a call on hold and you are available, offer to take over the call for the other dispatcher. If the dispatcher needs you to do this, explain to the caller that you will help them as the other dispatcher is busy. Don’t be afraid to ask for help from others in the room when you either become overburdened with calls or if you have left lines on hold and are in the middle of an involved, potentially lengthy call. A caller should never be put on hold while you are on a personal call, unless it is to terminate that personal call.

TERMINATING A CALL

Often a "Thank you for calling" will go a long way towards building a rapport that would not otherwise exist.

Refer to the Key Questions by Call Type Section of the manual for further information

PHONETIC ALPHABET

The phonetic alphabet is used to identify letter streets and to confirm the correct spelling of names and words. The following is a list of the Phonetic Alphabet used by Arcata Police Department. You will be tested on the phonetic alphabet during your first phase of training. This alphabet should be memorized and practiced daily until you are able to think in this alphabet without having to translate. A good method of practice is to say, phonetically, every license plate you see while driving, spell the name of everyone in your family etc.

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 - Yellow
M - Mary	Z - Zebra