



Jessica Moore

PROFILE

Law Enforcement Professional with twenty-five years of progressive industry experience, including eighteen years in supervisory, leadership and command positions. Extensive experience working in collegiate environments at large, public research universities. Skilled in managing and motivating human performance; emergency planning and preparation; crisis response; training, education and development. Experienced in conducting internal affairs investigations. Adept at scheduling, staffing and planning of shifts, details and special event management. Passionate about the mental and physical health and well-being of all our first responders.

EDUCATION

GRADUATE CERTIFICATE | MARCH 17, 2022 | UNIVERSITY OF VIRGINIA, SCHOOL OF CONTINUING AND PROFESSIONAL STUDIES

- Regionally accredited by the Southern Association of Colleges and Schools (SACS)
- Certificate in Criminal Justice Education
- Coursework: Psychology of Leadership, Contemporary Issues Challenging Law Enforcement Executives, Executive Writing, Advanced Psychology of Communications, Managing the Law Enforcement Image.

MASTER OF PUBLIC ADMINISTRATION COURSEWORK | 2018-2019 | WESTFIELD STATE UNIVERSITY

- Regionally accredited by the Commission on Institutions of Higher Education (CIHE) of the New England Association of Schools and Colleges (NEASC)
- Major: Master of Public Administration with Criminal Justice Concentration
- 4.0 G.P.A.
- Coursework: Administrative Theory; Municipal Law; Public Policy

BACHELOR OF SCIENCE | MAY 22, 2004 | WESTFIELD STATE UNIVERSITY

- Regionally accredited by the Commission on Institutions of Higher Education (CIHE) of the New England Association of Schools and Colleges (NEASC)
- Major: Criminal Justice
- Honors: Magna Cum Laude; 3.687 G.P.A.
- Related coursework: Criminal and Constitutional Law, Criminal Justice Administration, Research Methods, Sociology

PROFESSIONAL EXPERIENCE

EXECUTIVE/LAW ENFORCEMENT COACH | PERFORMANCE PROTOCOL | JANUARY 2023-PRESENT

Online coaching and professional development platform for agencies and individual officers. Provides customizable, personal and professional development coaching for law enforcement personnel of all ranks. Blends the best practices from the FBI National Academy, International Coaching Federation (ICF) and law enforcement experience into a professional development program designed exclusively for police departments.

**ASSISTANT DIRECTOR | UNIVERSITY POLICE SERVICES, SOUTHERN COMMAND
(NV) | NOVEMBER 2019-PRESENT**

University Police Services, Southern Command, is a full-service Category I law enforcement agency that consists of over one-hundred (100) employees and has responsibility for the public safety needs of 80,000 students, faculty and staff over an 800 square mile service area. Law enforcement operations consists of approximately eighty (80) authorized full and part time sworn peace officers, a full service 9-1-1 Dispatch Center, K-9 operations, emergency management operations with a fully functional EOC and oversight of major special events hosting more than a million visitors a year to various events. Non-sworn Community Service Officers (CSO's), Student Cadets and contracted security personnel across our institutions, additionally support the department.

As commander of the Regional Division, oversee all law enforcement operations to the College of Southern Nevada, Nevada State College, UNLV Shadow Lane and UNLV School of Medicine campuses and satellite properties. Additional responsibilities include Oversight of the Community Service Officer Program, the Student Cadet program and liaison with contracted security.

Proposed and implemented the Community Service Officer program. The program consists of non-sworn positions that provide security and support services to NSHE properties. The program is intended to eventually replace contracted security personnel and is currently being phased in.

Proposed and in the process of development of, a department Wellness Program, including a newly instituted Peer Support program, to include a holistic approach to mental, physical and overall health. Represent UPD and participate in regional wellness efforts, including the Regional Wellness Bureau and the Southern Nevada Peer Support Coalition.

Proposed and implemented Alternative Patrol programs put in place during the COVID-19 pandemic. This included a temporary take-home car program, alternative patrols and virtual shift briefings to limit person-to person interactions and spread of COVID-19 amongst law enforcement personnel.

Proposed, researched and spear-headed purchase of additional protective equipment for officers responding to Critical Events (e.g. Active Assailant/Shooter); to include rifle-rated ballistic shields, trauma kits for medical response to mass casualty incidents, rifle-rated ballistic vests and manual breaching equipment.

Monitor budgets for responsible areas. Completed budget proposals and comparison analysis' for the CSO program and contracted personnel. Worked on purchase requests, RFP's (Requests for Proposals) and one-time funding requests. Familiar with complex nature of handling budgets from multiple sources and institutions.

Worked with UNLV Office of Sponsored Programs, on grant applications for funding towards departmental wellness initiatives. Proposed and implemented an agreement with Lexipol's Grant Services program in 2022.

Represent UPD and/or Co-Chair on Safety and Security Committees at each institution; work in partnership with campus leadership and departments across each institution.

Represent UPD on Behavioral Intervention Taskforces (BIT) and liaison with Student Conduct, Human Resources and Title IX/Institutional Equity.

Chair innovative working groups such as a taskforce bringing together representatives and resources from across campus departments, to provide resources for unhoused individuals. Taskforce members work together to provide resources and new ideas that can mitigate issues or concerns, and get resources to unhoused students and employees.

Act as Incident Commander for critical incidents and emergencies, or pre-planned large-scale events. For example, recently served as I/C and developed Emergency Action Plan for the United States Vice Presidential visit to the College of Southern Nevada, in October 2023.

Experience in crisis response, planning and post-incident recovery. University Police Services was the primary responding agency for an active shooter incident and officer-involved shooting on the UNLV main campus on December 6, 2023.

Act as Chief of Police in absence of the Vice President and Director, at his discretion or in emergency situations.

Experience and knowledge in Clery reportable crimes, issuance of emergency notifications and timely warnings.

LIEUTENANT | UMASS AMHERST POLICE DEPARTMENT | AUGUST 2013-November 2019

UMASS Amherst is a large public research university, and the flagship of the five-campus system. It is home to a diverse population of approximately 30,000 students, and a large residential housing system for approximately fourteen thousand (14,000) students. On campus are several facilities that host large events open to the public, including a ten thousand and five hundred (10,500)-seat concert venue and a seventeen thousand (17,000)-seat stadium for NCAA Division I football. The campus is the largest public university in New England, and has additional grounds and facilities both in neighboring cities and towns, and across the state of Massachusetts.

The University of Massachusetts at Amherst Police Department is a state agency with approximately sixty-seven (67) full time staff, including fifty-five (55) sworn officers, eight (8) civilian dispatchers and four (4) administrative personnel. Additionally, over two hundred (200) part-time employees make-up the Residence Hall Security Program, including cadet officers and student security personnel.

University of Massachusetts at Amherst police officers attend the full time Municipal Police Training Committee's Academy. UMASS Amherst is the only campus entity in the state of Massachusetts that is legally enabled to enter into mutual aid contracts with municipalities, and is a partner in the regional Western Massachusetts Mutual Aid Agreement. The department also maintains current and past partnerships with federal agencies, such as the Federal Bureau of Investigation's Joint Terrorism Taskforce and the Drug Enforcement Agency's Narcotics Taskforce.

Supervisory experience working all department shifts. Currently responsible for oversight and overall command of patrol operations on the day shift. This includes long term planning of shift operations, scheduling, staffing and monitoring of budget impacts. Engagement in problem oriented policing efforts. Coordination with campus partners and outside law enforcement agencies; emergency planning and crisis response.

As part of the department's commitment to crime analysis and crime prevention, participated in regular Compstat meetings at the command staff level. Development of crime prevention strategies based on intelligence and data.

Member of the department's Internal Affairs Bureau. Completed Internal Affairs training through the Municipal Police Institute. Experience conducting several Internal Investigations, including civilian complaints, co-worker disputes, harassment cases and information technology cases.

As the Department's Training Coordinator, revised and developed new training programs. Expanded online and roll call training initiatives. Instituted electronic documentation methods utilizing the Power DMS program. Revised training procedures and policies, working collaboratively with accreditation staff.

Revised and enhanced the department's Active Threat Response Training to meet national standards. Coordinated and instructed regional Active Threat training for municipal and local departments.

As the Emergency Preparedness commanding officer, worked collaboratively with the Emergency Management Coordinator, Environmental Health and Safety, the Massachusetts Emergency Management Agency (MEMA), local Hazmat Response Teams, and Public Health and Nursing program personnel, on projects and training exercises such as hazardous material responses, vaccination site exercises, shelter exercises, and active threat response exercises.

Served as UMPD representative for the Emergency Operations Center team at UMASS home football games for 2015-Present; including EOC Team Game Day trainings and exercises.

As Commander of the Field Training Officer Program, streamlined FTO training and FTO Manager Training; coordinated and hosted regional FTO training course.

Designated by the Chief of Police to review all Use of Force reports for compliance with laws and department policies. Revised use of force reporting procedures and policies to meet nationally recommended best practices.

Ranking member on the department's Tactical Arrest and Control Team; experienced in crowd operations and large-scale event planning. Participated in planning and implementation for numerous operations and callouts; including several sports event disturbances and riots; dignitaries and controversial speakers; political conventions, rallies and demonstrations.

Collaborated with Legal Studies Faculty, and Forensic Anthropology faculty, to enhance and develop the department's Citizens' Police Academy. The program can now be completed as a credit course of study, which is run in partnership with these campus departments. The program has been highly successful in creating ambassadors for the police department within the community

Worked as part of the University's Bias Response Working Group. Completed recommendations for better defining bias incidents on campus, identifying incident and bias reporting sites, response protocol for bias activity, outreach recommendations and reporting tools for staff.

Collaborated with University Telecommunications staff, Information Technology staff and Student Government representatives on the Help Phone Working Group. Implemented new operational check procedures, as well as enhanced technology for identification of help phone sites, such as LED blue lights. Made recommendations for additional phones, relocation, enhanced technology (cellular applications; video), and increased durability.

SERGEANT | UMASS AMHERST POLICE DEPARTMENT | MAY 2005-AUGUST 2013

First Line Supervisor assigned to night and evening shifts. Supervised patrol shift operations and investigations. Responsible for short term planning of shift operations and monitoring of staffing.

Evaluated, motivated and disciplined personnel at the first line level; including regular evaluations, verbal counseling of employees, and issuance of verbal and written warnings.

Worked as a Residential Liaison Officer, as part of a larger scale collaboration with Residential Housing. Provided training, information and support services for Residential Staff working in the Residence Hall.

Began and developed the Citizens' Police Academy program with a small group of department personnel. Recruited students, faculty and staff members to participate in the initiative and become program ambassadors.

Participated in recruitment efforts, and interview and assessment panels for both new and lateral police officer candidates. Served on the search committee for the Deputy Chief of Police position with local campus partners.

Developed and enhanced the department's active threat response training program, as a certified instructor. Conducted regular in-service training for all sworn officers, and participated in campus wide training exercises.

POLICE OFFICER | UMASS AMHERST POLICE DEPARTMENT | JANUARY 2001-MAY 2005

Enforced Massachusetts General Laws, the Constitution of the United States and University By-Laws. Responsible for the protection of persons and property; preservation of public peace; and apprehension of offenders. Conducted traffic enforcement, control and direction. Investigated crimes and prepared cases for court.

Certified as a Sexual Assault Investigator, after undergoing additional specialized training. Investigated several sexual assault cases, including rape, indecent assault and battery, and other sex crimes. Worked collaboratively on these cases with the Detective Bureau and victim advocates. To further assist victims, joined the department's Rape Aggression Defense (R.A.D.) Training Unit and instructed numerous self-defense classes, both on campus and off campus for the surrounding community.

Served in a special assignment as part of the Safe Community Action Taskforce, focused on narcotics intervention. Worked collaboratively with the Detective Bureau, as well as the regional statewide taskforce. This assignment was a new initiative, in response to an outbreak of on-campus robberies and violent acts related to the selling of narcotics; these incidents decreased because of work done by the unit.

Assisted in recruitment and development of the department's Student Security and Cadet Officer Programs. Revised and developed the Student Security policies and procedures. Served on interview panels for student security and cadet positions, as well as on the search committee for the Residential Hall Security Coordinator.

AUXILIARY POLICE OFFICER | WEST SPRINGFIELD, MA | MAY 2000-JANUARY 2001

Served in both volunteer and part-time sworn officer positions; enforced Massachusetts General Laws, the Constitution of the United States and Town By-Laws.

Worked in uniform, stationary and roving assignments at the Eastern States Exposition. This event runs annually for seventeen days, is the seventh-largest fair nationwide, and the largest agricultural event on the East Coast.

PUBLIC SAFETY DISPATCHER | EASTHAMPTON, MA | DECEMBER 1999-JANUARY 2001

Served in both part-time and full-time positions as an Enhanced 911 Telecommunicator for the Public Safety Complex, including Police, Fire and EMS.

Handled the intake of all emergency and non-emergency calls for service; dispatched emergency personnel; monitored all radio communications, alarm boxes and building cameras; operated CJIS and IMC Dispatch.

PARK RANGER | FRANK NEWHALL LOOK MEMORIAL PARK, NORTHAMPTON, MA | MAY 1999-SEPTEMBER 2000

Served in a seasonal position for private organization. Responsible for the enforcement of park rules and regulations, as established by the Trustees of the Park. Assigned to uniform foot, bike and vehicle

patrols; and stationary traffic control and parking.

Worked park-wide special events, and concerts held at the Pines Theatre; assigned to traffic control, parking, and security protection posts.

DEPUTY CHIEF/PAYROLL SUPERVISOR/OFFICER-STUDENT SECURITY UNIT | WESTFIELD STATE UNIVERSITY| MARCH 1998-APRIL 2000

Worked in a part-time role for the Student Security Unit, a sub-unit of the Westfield State University Police Department. This includes one year as the Payroll Supervisor, and ten months in the Deputy Chief position.

As the Payroll Supervisor, processed all payroll for student employees, and billed all services for other university departments. Full responsibility for maintaining and balancing of the unit's budget.

As Deputy Chief, assumed responsibility for staffing and planning of student employee's shifts. Handled internal investigations and disciplinary actions in cooperation with the officer in charge of the unit. Also revised and enhanced the unit's operational manual and policies.

PROFESSIONAL DEVELOPMENT

SESSION 281, FBI NATIONAL ACADEMY| JANUARY 10TH-MARCH 17TH, 2022 | QUANTICO, VA

Completed ten weeks of intensive leadership development training. Coursework included Psychology of Leadership, Contemporary Issues Challenging Law Enforcement Executives, Executive Writing, Advanced Psychology of Communications, Managing the Law Enforcement Image, and Physical Fitness.

155TH FBI-LEEDA COMMAND INSTITUTE| JANUARY 2016 | WESTFIELD STATE UNIVERSITY

FBI-Law Enforcement Executive Development Association. Command institute focusing on leadership development, critical thinking, decision making and managing employees.

INTERNAL AFFAIRS INVESTIGATIONS SCHOOL | JUNE 2015 | MUNICIPAL POLICE INSTITUTE

School focusing on conducting internal investigations, including civil service procedures, progressive discipline, rules and regulations, dealing with union officials, and compelling employees to produce.

POLICE CHIEF & COMMAND STAFF MANAGERIAL SKILLS | JUNE 2015 | MARTHA'S VINEYARD LAW ENFORCEMENT COUNCIL

Senior command level training, including internal investigations, ethics, crowd control, officer involved shootings, body cameras, use of force & liability, handling work related injury claims, eyewitness identification, C.O.R.I. & public records laws, and psychological issues.

USE OF FORCE CONSIDERATIONS FOR COMMAND PERSONNEL | APRIL 2015 | MUNICIPAL POLICE INSTITUTE

Executive development course examining use of force guidelines, legal issues, notable cases, evidence preservation and conducting use of force investigations.

FRANKLIN COVEY LEADERSHIP TRAINING PROGRAM: GREAT LEADERS, GREAT TEAMS, GREAT RESULTS (2008)

Interactive program involving a leadership quotient assessment; learning to build trust and influence; defining the team's purpose (mission statement); and linking the team's work to the goals of the

organization.

COMMAND TRAINING-FIRST LINE SUPERVISOR SCHOOL| SEPTEMBER 2005 | ROGER WILLIAMS UNIVERSITY JUSTICE SYSTEM TRAINING & RESEARCH INSTITUTE

Command institute focusing on leadership development, management, organizational and interpersonal communication, disciplinary issues, performance evaluations and problem solving.

BASIC TRAINING COURSE FOR POLICE OFFICERS| FEBRUARY 5, 2001-JUNE 29, 2001 | MASSACHUSETTS CRIMINAL JUSTICE TRAINING COUNCIL

State academy for municipal police officers; 840 hours of training including criminal and constitutional law, defensive tactics, emergency vehicle operations, firearms, first responder, mental health response, report writing, accident investigation, motor vehicle law, and field sobriety testing.

Graduated with the academy's Community Policing Award, for the officer that presents the best presentation, report, analysis and recommendations for community-oriented policing.

BASIC COURSE OF TRAINING FOR RESERVE/INTERMITTENT POLICE OFFICERS| OCTOBER 10, 1998-MARCH 6, 1999 | MASSACHUSETTS CRIMINAL JUSTICE TRAINING COUNCIL

State academy for part-time municipal police officers; 140 hours of training, including criminal & constitutional law, defensive tactics, and investigations.

OTHER CERTIFICATIONS & COURSEWORK

- IACP OFFICER SAFETY & WELLNESS CONFERENCE (2019; 2023-2024)
- SPORT AND SPECIAL EVENT PUBLIC INFORMATION AND EMERGENCY NOTIFICATION | AUGUST 2022 | TEXAS A&M ENGINEERING EXTENSION SERVICE
- FBI NATIONAL ACADEMY OFFICER RESILIENCY, TRAIN THE TRAINER COURSE (2022)
- CATEGORY I PEACE OFFICER CERTIFICATION, NEVADA (2020)
- CIVILIAN RESPONSE TO ACTIVE SHOOTER EVENTS (CRASE) INSTRUCTOR| SEPTEMBER 2018 | ADVANCED LAW ENFORCEMENT RAPID RESPONSE TRAINING (ALERRT)
- FEMA SPORT AND SPECIAL EVENT EVACUATION TRAINING AND EXERCISE | JUNE 2018 | NATIONAL CENTER FOR SPECTATOR SPORTS SAFETY AND SECURITY (NCS4)
- MANAGING EMERGENCY OPERATIONS CENTERS | OCTOBER 2016 | MASSACHUSETTS EMERGENCY RESPONSE AGENCY
- LEVEL I INSTRUCTOR | JUNE 2016 | ADVANCED LAW ENFORCEMENT RAPID RESPONSE TRAINING (ALERRT)
- FEMA SPORT & EVENT RISK MANAGEMENT | JANUARY 2016 | TEXAS A&M ENGINEERING EXTENSIONS SERVICE
- MASTER INSTRUCTOR DEVELOPMENT COURSE | NOVEMBER 2015 | INTERNATIONAL ASSOCIATION OF LAW ENFORCEMENT FIREARMS INSTRUCTORS

- INCIDENT COMMAND SYSTEM 300 AND 400 | MAY/OCTOBER 2015 | MASSACHUSETTS EMERGENCY MANAGEMENT AGENCY
- POLICE RESPONSE TO ACTIVE SHOOTER ENHANCED TRAIN THE TRAINER | AUGUST 2015 | NATIONAL TACTICAL OFFICERS ASSOCIATION
- FEMA MULTI-HAZARD EMERGENCY MANAGEMENT FOR HIGHER EDUCATION | JULY 2015 | SPRINGFIELD COLLEGE
- MANAGING THE FIELD TRAINING OFFICER PROGRAM | FEBRUARY 2014 | MUNICIPAL POLICE INSTITUTE
- ACTIVE SHOOTER INSTRUCTOR | 2007 | NATIONAL TACTICAL OFFICERS ASSOCIATION
- INSTRUCTOR DEVELOPMENT COURSE | 2006 | MUNICIPAL POLICE TRAINING COMMITTEE
- CERTIFIED FIREARMS INSTRUCTOR, LESS-LETHAL MUNITIONS INSTRUCTOR, USE OF FORCE INSTRUCTOR | 2005-2019 | MUNICIPAL POLICE TRAINING COMMITTEE

AWARDS/TITLES

- COVID-19 RESPONDER AWARD | NOVEMBER 2022 | UNIVERSITY POLICE SERVICES
- CERTIFICATE OF COMMENDATION (2) | MAY 9, 2014 | UMASS AMHERST POLICE DEPARTMENT
- CERTIFICATE OF COMMENDATION | MAY 10, 2013 | UMASS AMHERST POLICE DEPARTMENT
- CERTIFICATE OF APPRECIATION | MAY 15, 2010 | UMASS AMHERST POLICE DEPARTMENT
- 2ND PLACE PISTOL MATCH AWARD | 2008 | NATIONAL ASSOCIATION OF WOMEN LAW ENFORCEMENT EXECUTIVES, SOUTH CAROLINA
- UNIT CITATION-TACTICAL ARREST & CONTROL TEAM | MAY 23, 2004 | UMASS AMHERST POLICE DEPARTMENT
- CERTIFICATE OF COMMENDATION | MAY 23, 2004 | UMASS AMHERST POLICE DEPARTMENT
- ACADEMIC EXCELLENCE AWARD | MAY 2003 | WESTFIELD STATE UNIVERSITY
- LETTERS OF COMMENDATION (2) | MAY 26, 2002 | UMASS AMHERST POLICE DEPARTMENT
- COMMUNITY POLICING AWARD | JUNE 29, 2001 | 35TH M.P.O.C AGAWAM POLICE ACADEMY

PROFESSIONAL MEMBERSHIPS

- FBI NATIONAL ACADEMY ASSOCIATES (FBINAA)
- INTERNATIONAL ASSOCIATION OF CHIEFS OF POLICE (IACP)
- INTERNATIONAL ASSOCIATION OF CAMPUS LAW ENFORCEMENT ADMINISTRATORS (IACLEA)
- NATIONAL TACTICAL OFFICER'S ASSOCIATION (NTOA)

- AMERICAN SOCIETY OF EVIDENCE-BASED POLICING (ASEBP)