

**NIAGARA FALLS POLICE DEPARTMENT**  
**GENERAL ORDER**

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| EFFECTIVE DATE:<br>09/18/2013 | SUBJECT:<br><br><b>LAW ENFORCEMENT RESPONSE;<br/>24 HOUR COMMUNICATIONS<br/>CENTER</b> | Number<br>312.00<br>(NYSLEAP O-55-2,<br>O-43-3) |
| RESCINDS:<br>04/15/2003       |  | Number of pages<br>1                            |

I. Policy:

- A. The Niagara Falls Police Department provides twenty-four (24) hour telephone services for calls by staffing a fully equipped Dispatch Center and Front Complaint Desk (Post 1).
- B. The Niagara Falls Police Department is a primary public safety answering point with the Enhanced-911 System. The NFPD also provides police emergency services twenty-four (24) hours a day, every day of the year within the City of Niagara Falls, NY.

II. Staffing:

- A. Emergency telephone calls for service, complaints and dispatching shall be handled by fully trained Police Dispatchers and Complaint Report Technicians under the immediate supervision of the Desk Lieutenant assigned to that Shift.
- B. The Desk Lieutenant and Officers assigned to Post 1 shall handle all public walk-in inquiries and, when necessary, direct citizens to the appropriate police or court division.