

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

EFFECTIVE DATE: 09/30/2013	SUBJECT:  <b>COMMUNICATION/RESPONSIBILITY</b>	Number 335.00 (NYSLEAP O-55-1, O-55-4)
RESCINDS: 04/15/2003	<b>COMMUNICATION/PATROL OFFICERS</b>	Number of pages 13

- I. The purpose of this policy is to describe the responsibilities of the Communications Division personnel and other members of the Niagara Falls Police Department with regard to official radio communications.
- II. Policy:
  - A. It is the policy of the NFPD that all calls for service from the public will generate a police response. This response shall be provided in one of the following ways:
    - a. By dispatching a patrol unit to the location;
    - b. By having the complainant come to headquarters to file a report;
    - c. By satisfying the citizen's inquiry over the telephone.
  - B. Emergency calls for service will be dispatched without delay.
  - C. All Communications personnel will employ courtesy, tact and patience with all callers. Abusive callers shall be referred to the Desk Lieutenant for further action.
  - D. Misdirected emergency calls for service shall be immediately redirected to the appropriate agency.
  - E. The Niagara Falls Police Department provides 24-hour access for emergency calls for service within the City of Niagara Falls. The NFPD also provides police dispatchers for monitoring two-way communication by radio with police officers, complaint report technicians for answering calls on 911 for emergencies, and a desk lieutenant for supervision of the communications function. The Communications Center operates at all times.
- III. Procedures:
  - A. When a 911 call is received at the Communications Center, the line shall be answered first by the Complaint Report Technician. If the

CRT is already using the telephone or otherwise engaged, the Fire/Ambulance Dispatcher shall answer the phone. If the Fire/Ambulance Dispatcher is busy, the Desk Lieutenant shall answer the line. If no one else is available, the Police Dispatcher shall answer 911.

B. Teletype:

1. The Police Dispatcher shall be responsible for receiving and generating teletype messages pertaining to police incidents, activities and investigations in accordance with the NYSPIN Operating Manual and other appropriate legal restrictions.
2. Warrant Services Unit officers may send and receive teletypes from their terminal in accordance with the same restrictions. The security officer for the NYSPIN system shall ensure that that NFPD certified operators use the system in accordance with the Operating Manual.

C. Radio Procedures:

1. Unless otherwise directed by the Desk Lieutenant, all calls or vehicle dispatching shall be done by police radio.
2. All personnel shall operate their assigned radio equipment in an impersonal manner.
3. All personnel shall enunciate in a clear resonant voice and speak at a constant rate to assure each word is spoken separate from all others. Speak directly into the mouthpiece at the proper distance.
4. Whenever necessary for the testing of radio equipment or audio levels, test counts may be requested. Test counts are generally referred to as a five (5) count or ten (10) count. If requested or given, the count shall start at one (1) and go to five (5) or ten (10) and then repeat each number back to one (1).
5. All radio messages shall be acknowledged immediately.
6. Dispatchers not ready to accept radio traffic shall utilize the term "stand by".
7. The term "prepare to copy" will be used by the police dispatcher when a mobile unit is to be given information that requires more than usual writing.

8. Routine telephone conversations shall not take precedence over radio messages and acknowledgments.
9. Information that would jeopardize police services if known by other persons shall not be transmitted on the radio.
10. Radio transmissions shall be kept at a minimum.
11. The term "suspect" shall be used at all times when referring to persons under observation.
12. All departmental personnel shall acknowledge receipt of calls and messages by giving "10-4".
13. When attempting to contact patrol units for a call assignment, the police dispatcher shall call at twenty-second intervals for a period of one (1) minute. After one (1) minute with no response, the Desk Lieutenant shall be notified. If the call is of an emergency nature, another patrol unit shall be sent immediately and then the Desk Lieutenant notified.
14. The following priority response codes shall be assigned to each call for service:
  - Priority 4: Administrative
  - Priority 3: Non-emergency response. No lights or siren, follow the flow of traffic.
  - Priority 2: Non-emergency response, but important. Officer's judgment on whether to safely avoid traffic control devices.
  - Priority 1: Life-threatening response or serious crime in progress. Simultaneous use of lights and siren required in order to achieve a rapid response. (In most circumstances this does allow the responding unit to ignore jurisdictional traffic laws, but does not allow the responding unit operate without due regard to safety.)
15. At the discretion of the Shift Commander, mobile units may be required to give their location when responding to/acknowledging a radio dispatch.
16. Department members shall be referred to by rank and last name on any radio transmission. First name shall not be used.

17. Radio transmissions between mobile units shall be kept to a minimum, unless for legitimate law enforcement purposes.
18. Officers shall call out with the police dispatcher whenever they leave their assigned patrol vehicle and patrol officers shall advise the dispatcher when they are back in their vehicle.
19. All radio transmission frequencies coming into the Communications Center shall be monitored. The volume shall not be turned down to a level that cannot be heard.
20. Information that would jeopardize police services if known by other persons shall not be transmitted over the radio unless the officers transmitting request a "private line" at which time their transmission will be directed only to the dispatcher and cut off from all other mobile units and scanners.
21. Status Checks:
  - a. When a patrol unit is out on a traffic stop or suspicious person stop, the Dispatcher shall check their status five (5) minutes after the stop to determine if everything is OK.
  - b. Dispatchers may, at their discretion, conduct status checks on field units when it is believed the activity or complainant may be dangerous or become violent in nature.
  - c. Dispatch may radio check mobile units approximately every hour when there have been no transmissions from that unit.
22. Transmission Procedures (Base to Mobile):
  - a. The Communications Center shall be called "Radio".
  - b. It shall be understood that the police dispatcher speaks with the authority of the desk lieutenant in all radio transmissions.
  - c. Messages shall be acknowledged by stating "10-4".
  - d. Serious Crimes in Progress: The Dispatcher shall broadcast "Any unit in the vicinity of ...", and give the nature of call and all information. All units responding will acknowledge.

- e. Vehicle Pursuits: Dispatcher shall broadcast "Radio to all cars", (give pursuing car number) is in pursuit (give description of vehicle) direction of travel and nature of want. Dispatcher will assign, according to standard operating procedures and this manual, Car(s) to assist or respond to the pursuit.
- f. During any emergency or unusual situation, all users of the police frequency should try to maintain radio silence. Only those transmissions absolutely necessary should be made. If field units do not automatically clear the air, the dispatcher shall invoke radio silence procedures. The dispatcher will announce to all vehicles to "clear the air" until advised otherwise. In such case, all units shall comply.

23. Radio Transmission Procedures (Mobile to Base):

- a. Mobile units shall use their car number when transmitting from the car.
- b. Foot patrols shall use their post number when transmitting.
- c. Mobile units shall use a phonetic alphabet while transmitting single letters.

POLICE (APCO)

ADAM  
BOY  
CHARLES  
DAVID  
EDWARD  
FRANK  
GEORGE  
HENRY  
IDA  
JOHN  
KING  
LINCOLN  
MARY  
NORA  
OCEAN  
PAUL  
QUEEN  
ROBERT  
SAM  
TOM  
UNION

VICTOR  
WILLIAM  
X-RAY  
YOUNG  
ZEBRA

E.g, ABC-123 is A-Adam, B-Boy, C-Charles, 1,2,3; 7656-0V is 7,6,5,6, O-Ocean, V-Victor.

24. Mobile units asking for registration check shall first call Dispatch and advise them of a need for a "10-28". Dispatch shall acknowledge and advise when they are ready to take the information.
25. Mobile units checking into service or out of service will give "10-8" for in-service and "10-7" for out of service and a location and/or reason.
26. All mobile units will call out their location as exactly as possible with any car stops or suspicious person stops. This information will include the street address, if possible, or cross streets, the location of the unit at a business or building. If the stop involves a suspicious person, open door or window, or other potentially dangerous situation; a back-up unit will be sent to cover.
27. Whenever a mobile/foot unit needs to leave his/her assigned zone, the unit will ask permission from dispatch and immediately report back in service when through.

D. Alarm Monitoring - Criminal:

1. Fire Communications personnel shall monitor all business and government alarms installed at Communications.
2. Upon activation, two units shall be dispatched to investigate.
3. Reported false activations will be followed up for confirmation by a patrol unit following departmental procedures.

E. New York State Police Information Network (NYSPIN):

1. Operation of the NYSPIN System shall be done in accordance with the rules and regulations of the NYSPIN operating manual and the E-Justice Portal.
2. All NYSPIN certified operators are charged with the responsibility of staying current on the procedures in the NYSPIN manual that pertain to their responsibilities.
3. The NYSPIN manual is available on-line at each terminal.

4. Records shall be kept in accordance with NYSPIN procedures.
5. The terminal must be attended twenty-four (24) hours of each day.
6. Dissemination of criminal justice information (other than CHRI) by phone to non-NYSPIN participants or out-of-state criminal justice agencies is authorized but only after the requesting agencies ORI is confirmed (OTST) and the identity of the caller is validated.
  - a. Dissemination of CHRI to out-of-state agencies by phone is prohibited under the terms of the use and dissemination agreement between NYSPIN participants authorized to access CHRI and DCJS pursuant to Section 837(6) of the Executive Law.
7. The New York State Vehicle and Traffic Law, Section 504, Sub division 1 provides that the record of conviction stub of the driver's license shall not be subject to inspection by any motor vehicle inspection officer, peace officer, police officer or other person; therefore, in compliance with the intent of the law and except as described below, transmission of Vehicle and Traffic Law conviction information obtained via NYSPIN by two-way radio is prohibited.
  - a. Previous Vehicle and Traffic Law conviction data may be transmitted two-way radio whenever the degree of offense for an arrest in progress is affected by a previous conviction. For example, when a person is under arrest for driving while intoxicated or driving while his ability is impaired by the use of drugs, to advise the officer that the person under arrest may have committed a felony pursuant to the Vehicle and Traffic Law Section 1192-3, (1193-1c)
8. All printed matter from the NYSPIN terminal that must be disposed of should be destroyed by shredding, burning (consistent with local ordinances) or in another manner that renders the material unreadable.
9. Every NYSPIN participant must designate and file with the Division of State Police a NYSPIN security officer who is responsible for insuring compliance with this rule and the rules contained within the NYSPIN Operating Manual.
  - a. Any change of such NYSPIN security officer must be reported immediately to SP Albany by terminal message.

- b. Every NYSPIN participant must consent to an annual audit or special audit as provided by the NYSPIN Advisory Committee.
- c. The Superintendent of State Police shall establish administrative procedures relating to system security by conducting audits and security and confidentiality investigations which could result in suspension or termination of NYSPIN if warranted.

F. Use of Interstate:

- 1. The point-to-point high band frequency (Interstate) is for radio communications between law enforcement agencies.
- 2. Patrol units can use this frequency when calling any other law enforcement agency. Other agencies may contact our units in the same manner.
- 3. Unauthorized use of the NFPD main frequency is prohibited.
- 4. The Communications Center shall at all times monitor the Interstate frequency and assist any other law enforcement agencies that call via this system.
- 5. All transmissions on the Interstate shall be in plain language with no codes.

G. Audio Recordings:

- 1. The Communications Division shall record all police radio transmissions and incoming/outgoing telephone calls at the communication center for future investigative use.
- 2. Copies of audio logging tapes shall not be made or distributed to anyone without the authorization of the Superintendent of Police or designee.

H. Ten Codes:

- 1. Ten Codes are those used for sensitive transmissions which normally are not intended for public recognition or codes that are not used as frequently as other "10" codes.

10-1	Unable to Copy
10-2	Signal Good

10-4	Acknowledgment
10-7	Out of Service
10-8	Unit in Service
10-9	Repeat Message
10-10	Out of Service Subject to Call
10-15	Prisoner
10-19	Return to Station
10-20	Unit Location
10-21	Call by Phone
10-28	Vehicle Information
10-29	Check if Wanted
10-36	Time Check
10-42	Officer's Residence
10-65	Clear the Air
10-97	Arrived at Scene
10-98	Clear, Unit Available
10-100	Out of Service-Restroom

#### DISPOSITION ( ACTION ) CODES

1	CRIME or INCIDENT REPORT	21	NO CAUSE
2	ACCIDENT REPORT	22	TO OTHER JURISDICTION
3	VEHICLE REPORT	23	CIVIL – NO POLICE ACTION
4	SUPPLEMENT REPORT	24	PUBLIC UTILITY NOTIFIED
5	ARREST REPORT	25	ADVISED to FAMILY COURT
6	1 and 5 REPORTS	26	DIRECTED TRAFFIC
7	2, 3, and 5 REPORTS	27	VEHICLE DISABLED WILL MOVE
8	2 and 3 REPORTS	28	CITATION(S) ISSUED
9	FIELD INTERROGATION CARD	29	MOVED BY OWNER
10	ANIMAL REPORT	30	ALL OK W/ SUSP VEHICLE/PERSON
11	JUVENILE CARD	31	RETURNED HOME – NO REPORT
12	EXCHANGE of INFORMATION	32	ROUTINE SICKNESS
13	DOMESTIC VIOLENCE REPORT	33	SUSPECT AGREES TO DESIST
14	CHILD ABUSE REPORT	34	DISPERSED OR SENT AWAY
15	STOLEN PLATE REPORT	35	GONE ON ARRIVAL
16	UNABLE to LOCATE VICTIM	36	SERVICES RENDERED
17	UTL COMPLAINT	37	CHECKED SPECIAL ATT ALL OK
18	UNABLE to LOCATE VEHICLE	38	MATTERS ADJUSTED
19	NO CAUSE – FALSE ALARM	39	ASSISTED ANOTHER UNIT
20	DEFECTIVE ALARM – ALL OK	40	ASSIGNMENT CANCELLED

#### CONTINUING INVESTIGATION

##### INCIDENT CODES

200	ACCIDENT PROPERTY DAMAGE
201	ACCIDENT INJURY
210	ACCIDENT PEDESTRIAN INVOLVED
220	ACCIDENT HIT AND RUN

- 221 ACCIDENT HIT AND RUN INJURY
- 225 NON-VEH ACCIDENT WITH INJURY
- 226 NON VEHICLE ACCIDENT
- 230 ACCIDENT ANIMAL
- 240 ACCIDENT CITY VEHICLE
- 241 DAMAGE TO POLICE VEHICLE
- 250 TRAFFIC SIGNAL MALFUNCTION
- 254 TRAFFIC SIGN DAMAGED
- 260 STREET SIGN DAMAGED
- 265 ILLEGAL PARKING
- 266 ABANDONED VEHICLE
- 267 TRAFFIC HAZARD
- 268 DISABLED VEHICLE
- 269 SNOW REMOVAL RELATED PROBLEM
- 270 TRAFFIC DIRECTION REQUIRED
- 279 SPEEDING VEHICLES
- 280 CAR STOP (TRAFFIC STOP)
- 281 RADAR
- 285 ATV/DIRT BIKE RACING
- 310 AMBULANCE REQUIRED
- 315 ASSIST FIRE/AMBULANCE
- 330 POWER LINE/POLE DOWN
- 331 GAS LEAK
- 332 PHONE LINE/POLE DOWN
- 333 WATER LEAK
- 334 SEWER COVER PROBLEM
- 336 CABLE LINE DOWN
- 337 LIMB/TREE DOWN
- 338 DANGEROUS CONDITION
- 340 TOW TRUCK REQUESTED
- 364 MEET/ASSIST OTH DIV/AGENCY
- 365 PISTOL PERMIT INTERVIEW
- 366 OFF DUTY ARREST
- 390 ASSIST OUR OWN DETECTIVE
- 400 SUBJECT WITH GUN
- 401 SUBJECT WITH KNIFE
- 402 SUSPICIOUS PERSON
- 403 PROWLER
- 404 TRESPASS
- 405 SOLICITOR
- 406 SUSPICIOUS VEHICLE
- 407 SUSPICIOUS CONDITION
- 410 CRIMINAL MISCHIEF
- 415 INDECENT EXPOSURE
- 420 THREATS
- 421 PHONE CALLS

422 AGGRAVATED HARASSMENT  
423 HARASSMENT  
430 EXPIRED SUBJECT  
431 EXPIRED SUBJECT - SUICIDE  
432 ATTEMPTED SUICIDE  
433 DROWNING  
435 INJURED PERSON  
440 SUBJECT DOWN  
445 MENTAL  
450 MISSING PERSON  
451 LOST PERSON  
455 CHECK ON WELFARE OF PERSON  
459 ABC VIOLATION  
460 INTOXICATED PERSON  
462 DISPERSE GROUP  
463 UNKNOWN DISTURBANCE  
464 OPEN BOTTLE VIOLATION  
465 FIELD GENERATED PROBLEM  
470 ESCAPE/ELOPEE  
480 UNKNOWN PROBLEM  
481 WARRANT EXECUTION  
482 WARRANT ISSUED BY COURT  
483 ORDER OF PROTECTION  
500 DOMESTIC  
501 DOMESTIC FIGHT  
502 CUSTODY DISPUTE  
504 NEIGHBOR TROUBLE  
506 LANDLORD TENANT TROUBLE  
508 DOGBITE  
510 ANIMAL LOOSE  
512 BARKING DOG  
513 ANIMAL CALL OTHER  
514 EXCESSIVE NOISE-LOUD MUSIC  
516 KIDS - TROUBLE  
517 SNOWBALLERS  
518 CAR HOPPERS  
600 MISSING JUVENILE  
602 LOST JUVENILE  
604 FOUND JUVENILE  
608 JUVENILE DISTURBANCE  
610 CHILD NEGLECT  
611 CHILD ABUSE  
612 ABANDONED JUVENILE  
613 ENDANGERING WELFARE OF MINOR  
700 VICE CHECK  
701 HOMICIDE

702 GAMBLING  
703 ASSAULT  
704 PROSTITUTION  
705 ASSAULT WEAPON  
706 NARCOTICS  
707 FIGHT  
708 UNWANTED PARTY/PERSON  
709 FIGHT WEAPON  
710 MENACING – WEAPONS  
711 RAPE  
712 RECKLESS ENDANGERMENT  
714 SEXUAL ABUSE  
715 MOLESTING  
716 UNLAWFUL IMPRISONMENT  
717 KIDNAPPING  
718 SHOTS FIRED  
719 SHOTS HEARD  
720 BOMB THREAT  
730 SEX OFFENDER  
750 ARMED ROBBERY  
751 ROBBERY  
752 MUGGING  
754 BURGLARY IN PROGRESS  
756 BURGLARY REPORT  
758 PANIC ALARM  
759 SCHOOL ALARM ONLY  
760 BURGLAR ALARM  
761 HOLDUP ALARM  
762 BANK ALARM  
763 CAR ALARM  
764 STOLEN VEHICLE  
766 LARCENY  
767 LARCENY IN PROGRESS  
768 PURSE SNATCH  
770 SHOPLIFTER  
771 BAD CHECK  
772 STOLEN CHECK  
773 FRAUD  
774 FORGERY  
775 MAIL TAMPERING  
776 COUNTERFEIT MONEY  
778 SHORT CHANGE ARTIST  
779 FOUND PROPERTY  
780 THEFT OF SERVICES  
781 LOST PROPERTY  
782 STOLEN BIKE

783 LOST LICENSE PLATE  
785 TROUBLE WITH CUSTOMER  
790 FALL ON CITY PROPERTY  
800 ESCORT  
801 BLOOD/BODY PARTS RUN  
802 FUNERAL ESCORT  
803 SERVE SUBPOENA/SUMMONS  
804 ALARM TEST / NON CHARGEABLE  
805 PICK UP MEALS  
806 PRISONERS TO LOCKPORT  
807 PRISONERS TO HOSPITAL  
808 PICK-UP PRISONER  
809 STRIKE ESCORT  
850 MEET A PARTY  
900 FIRE BUILDING  
902 FIRE AUTOMOBILE  
903 GRASS FIRE  
904 EXPLOSION  
905 FIRE ALARM  
907 ODOR INVESTIGATION  
908 HAZMAT/ENVIRONMENTAL  
909 INDUSTRIAL ACCIDENT/INJURY  
910 ARSON  
911 911 HANGUP  
912 TRAIN DERAILMENT  
913 FIRE/MISCELLANEOUS TYPE  
939 PREMISE CHECK  
940 FREQUENT CHECKS  
941 STRUCTURED PATROL  
942 SPECIAL ASSIGNMENT  
943 ADMINISTRATIVE REPORTS  
945 HIGH HEDGES COMPLAINT  
946 ILLEGAL DUMPING  
950 INVESTIGATION  
955 NOTIFICATION  
956 ASSIST CITIZEN  
960 MAIL RUN  
961 SPECIAL DELIVERY OR PICKUP  
1001 FIREWORKS