



Eric Hawkins
Chief of Police

ALBANY, NEW YORK
POLICE DEPARTMENT
165 HENRY JOHNSON BOULEVARD
ALBANY, NEW YORK 12210



RESPONDING TO EMERGENCY AND NON-EMERGENCY CALLS
GENERAL ORDER NO: 3.1.10

| | |
|--|--|
| Issue Date: December 02, 2016 | Effective Date: March 1998 |
| Revision Date: September 19, 2014 | CALEA: 41.2.1, 41.2.4, 42.2.1, 61.3.3, 61.3.4, 81.2.13 Chapter 1: Patrol and Investigations |
| Volume 3: Operations Distribution: Sworn, Communications, ACO, PSO, TSA, CCCIU & Desk Personnel | NYSLEAP: 40.1, 40.2, 43.1, 43.2 |
| Issuing Authority: Chief Eric Hawkins | Page: 1 of 23 |

PURPOSE: The purpose of this policy is to establish procedures for the response to emergency and non-emergency calls and to establish guidelines for the use of authorized emergency equipment.

POLICY: It is the policy of the Albany Police Department that units responding to emergency calls shall exercise due care and regard for the safety of all persons and property. Patrol supervisors shall monitor calls for assistance and, when warranted by the circumstances, upgrade or downgrade authorized responses. Regardless of the priority code response used, responding officers are not relieved of responsibility for the safety of persons and the protection of property.

DEFINITIONS: **Intoxicated Person** – An intoxicated person means a person whose mental or physical functioning is substantially impaired through the consumption of alcohol.

Person Incapacitated by Alcohol – A person incapacitated by alcohol means that as a result of alcohol consumption, a person's judgment is so impaired so as to be incapable of rational thought; or a person is unconscious/semi-conscious and may be in need of medical treatment.

I. CALL CLASSIFICATIONS

- A. Calls for service are classified as emergency or non-emergency calls based on whether human life is known to be in danger, unknown if in danger, if property is in danger, or if no emergency exists at the time.
- B. Communications personnel shall ensure that prior to dispatching any call for service that an alert tone is utilized. This department currently utilizes two (2) types of alert tones; these alert tones classify calls for service as emergency or non-emergency.
 1. Emergency - Second Alternate Alert Tone, which shall be utilized for the following calls:

- a. Assaults - CAD Code 05
- b. Personal Injury Auto Accident - CAD Code 07
- c. Auto Accident Unknown - CAD Code 08
- d. Bomb Threat - CAD Code 10
- e. Burglary in Progress - CAD Code 13
- f. Holdup Alarm - CAD Code 33
- g. Officer(s) Need Assistance - CAD Code 43
- h. Person Attempting Suicide - CAD Code 49
- i. Person with a Weapon - CAD Code 50
- j. Robbery - CAD Code 57
- k. Shooting - CAD Code 60
- l. Shots Fired - CAD Code 62

2. Non-Emergency - First Alert Tone, which shall be utilized for all other calls of service.

- i. If a dispatcher has knowledge that any other call at a particular time is of a very serious nature (e.g., fully involved fire) he/she shall use the second alert emergency tone to alert units in the field prior to dispatching the call.

II. EMERGENCY RESPONSE

- A. When performing official duties and when required to operate a vehicle in speeds in excess of the limit, officers shall display red lights and sirens, except [REDACTED]
 - 1. [REDACTED]
 - 2. [REDACTED]
 - 3. [REDACTED]
- B. Emergency response shall be authorized in the following situations:
 - 1. Apparent threat to life, or danger of serious physical injury, or major property damage;
 - 2. A serious felony crime that just occurred and the logical probability exist that a suspect near the scene or in the area may be apprehended;
 - 3. A serious injury or illness that may result in substantial personal harm if emergency assistance is delayed. This includes personal injury and automobile accidents; and/or
 - 4. When an officer is requesting emergency assistance
- C. In no case, shall an officer not utilize emergency lights when proceeding past a red signal, flashing red signal, stop sign, or when exceeding the maximum speed limit.
- D. The driver of an emergency vehicle may exercise the privileges set forth in the New York State Vehicle and Traffic Law only when involved in an emergency

operation.

1. At no time, shall the operator of an emergency vehicle exceed the maximum speed limit or proceed past a steady red signal, flashing red signal or stop sign in a manner, which will endanger or disregard the safety of persons or property, whether or not an emergency situation exists.

III. ADDITIONAL EMERGENCY EQUIPMENT

A. The following emergency equipment shall be used according to the following:

1. Hazardous Warning Lights:

- a. Shall be used whenever the officer's vehicle is placed in a position that warrants the warning of other motorists using the road (e.g., scene of motor vehicle accident).

2. Public Address System:

- a. Shall be used at traffic stops, when necessary, to communicate directions or orders to a group of people, and to give warnings and messages as in an evacuation.

3. Alley/Spot Lights:

- a. May be used discriminately for building checks and when necessary as a means of additional lighting at an incident, but generally not on the main roadways of the City.

4. Take Down Lights:

- a. May be used to illuminate vehicles on traffic stops.

B. Officers shall be aware that alley lights, take down lights, vehicle spotlights, etc. may blind on-coming traffic if they are improperly used or directed.

IV. NON-EMERGENCY RESPONSE

- A. Personnel responding to non-emergency calls for service shall follow all New York State Vehicle and Traffic Laws and remain within posted speed limits.
- B. Personnel may utilize emergency equipment, such as warning lights when their vehicle is parked in a position that warrants the warning of other motorists using the road (e.g., scene of a property damage motor vehicle accident).

V. CALLS FOR SERVICE

A. Shots Fired and Related Calls:

1. Emergency equipment utilized [REDACTED]

2. Officers responding to the scene need to ascertain and broadcast:
 - a. Are there shots being fired?
 - b. From where/which direction?
 - c. Are injuries/casualties present?
3. In exiting the police unit(s), officers shall be aware that [REDACTED]
4. If the injured are readily accessible, provide appropriate aid and request AFD/EMS. If practical, interview the victim and as information becomes available, transmit information involving officer safety.
5. If the suspect is present on the scene, attempt to contain the situation, evacuate persons at risk, and request assistance.
6. If the shooting has stopped before your arrival on the scene, check for victims and/or witnesses to the incident. Proceed with caution and relay all intelligence to arriving units.
7. If the suspect has left the area, obtain a complete description, such as clothing, weapon(s) displayed, manner and direction of travel, and any other information pertinent to the investigation of the incident. Preserve the scene, as per current directives.
8. The preliminary investigation and any immediate arrest(s) should be completed, per current directives.

B. Robbery:

1. Outdoor Robbery:

- a. Upon arrival on the scene, aid the injured and request AFD/EMS.
- b. Interview the victim(s) and witnesses and broadcast any and all pertinent information through the dispatcher.
- c. In appropriate cases, such as serious injury and/or extensive damage; preserve the scene until relieved by a supervisor. Complete any needed report(s), as per current directives.
- d. When practical, it may be advisable to have [REDACTED]

- e. Conduct an adequate canvass, searching for potential witnesses, video surveillance that may have captured the incident. A supervisor should be notified of potential witnesses. Any video surveillance should be recovered. Document the canvass on a supplemental report.

- f. Arrests shall follow arrest guidelines, as per current directives.

2. Indoor Robbery:

- a. If, on arrival, the robbery appears to be "in progress," immediately notify the dispatcher, including as much information as is available for that incident. [REDACTED]
- b. [REDACTED]
- c. If the suspect(s) appears gone on arrival, notify the dispatcher and immediately gather pertinent information necessary for broadcast to all units.
- d. Upon arrival on the scene, aid the injured and request AFD/EMS.
- e. Interview the victim(s) and witnesses and broadcast any and all pertinent information through the dispatcher. In appropriate cases, such as serious injury and/or extensive damage; preserve the scene until relieved by a supervisor. Complete any needed report(s), as per current directives.
- f. When practical, it may be advisable to [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
- g. Conduct an adequate canvass, searching for potential witnesses, and video surveillance that may have captured the incident. A supervisor should be notified of potential witnesses. Any video surveillance should be recovered. Document the canvass on an investigation report.
- h. Any arrests shall follow current arrest guidelines, as per directives.

C. Crimes In Progress/Crimes Just Occurred:

1. Approach the scene quickly and safely. The call type and available information relayed by dispatcher dictates the type of unit response, emergency or non-emergency.
 - a. For example, [REDACTED]
2. While en-route to the call personnel shall:
 - a. Be alert for suspicious person(s) or vehicles(s) leaving the vicinity of the incident.
 - b. When a unit is dispatched to the scene of a crime and the officer sees what appears to be a fleeing suspect; investigate appropriately and give the location to the dispatcher.
 - c. The dispatcher shall then send another unit to the scene to gather information and take the report, should the first officer be investigating the fleeing suspect.
3. First unit on the scene shall:
 - a. Notify the dispatcher regarding the following:

- i. The status of any perpetrator(s);
- ii. If the perpetrator(s) have fled, broadcast the elapsed time and the direction of travel (e.g., robbery occurred 15 minutes ago, last seen running east on Madison Ave. from Lark St.);
- iii. An accurate description of any vehicle(s) used, direction of travel, etc.; and
- iv. An accurate description of the perpetrator(s), including physical descriptors, such as:
 - 1) Sex, race, age, height, weight, hair, and eye color; and
 - 2) Any distinguishing marks or features such as mustache, scars, tattoos, clothing etc.

4. Complete the appropriate report(s), following current guidelines, and issue an incident referral form.

- a. Should the victim request that a warrant be issued (when applicable), the victim should, after the appropriate report has been completed, be advised to respond to South Station to sign a Court Information.
- b. In the event the victim is uncooperative and/or wishes no prosecution, a report must be completed just the same.

D. Assualts:

1. Approach the scene quickly and safely. The call type and available information relayed by dispatcher dictates the type of unit response, emergency or non-emergency.
 - a. For example, [REDACTED]
2. While en-route to the call personnel shall:
 - a. Be alert for suspicious person(s) or vehicles(s) leaving the vicinity of the incident.
 - b. When a unit is dispatched to the scene of a crime and the officer sees what appears to be a fleeing suspect; investigate appropriately and give the location to the dispatcher.
 - c. The dispatcher shall then send another unit to the scene to gather information and take the report, should the first officer be investigating the fleeing suspect.

3. First unit on the scene shall:

- a. Notify the dispatcher regarding the following:
 - i. If anyone is injured, request EMS, if not already en-route.
 - ii. Broadcast the status of any perpetrator(s).

- iii. If the perpetrator(s) have fled, broadcast the elapsed time and the direction of travel (e.g., assault occurred 15 minutes ago, last seen running east on Madison Ave. from Lark St.).
- iv. An accurate description of any vehicle(s) used, direction of travel, etc.; and
- v. An accurate description of the perpetrator(s), including physical descriptors, such as:
 - 1) Sex, race, age, height, weight, hair, and eye color; and
 - 2) Any distinguishing marks or features such as mustache, scars, tattoos, clothing etc.

4. Complete the appropriate report(s), following current guidelines, and issue an incident referral form.

- a. Should the victim request that a warrant be issued (when applicable), the victim should, after the appropriate report has been completed, be advised to respond to South Station to sign a Court Information.
- b. In the event the victim is uncooperative and/or wishes no prosecution, a report must be completed just the same.

E. Prowler Calls:

1. Response to the Scene:

- a. A prowler call is usually not deemed an emergency call. [REDACTED]

2. Search of the Area:

- a. Begin a systematic search of the grounds and the surrounding area. Include the adjoining premises and properties.
- b. Check any sign of a burglary or forced entry.
- c. Check for any signs of a prowler and any available escape routes that the prowler might have taken or could take at another time.
- d. If any sign forced entry is noted, follow the guidelines for a burglary in progress.
- e. If the building is occupied and break is noted, immediately notify the occupants. Your initial duty should then be to provide for their safety.

3. Notify the Occupants of the Building:

- a. Report your search findings to the occupants of the building, especially to the complainant. Tell them of your thorough search and make them aware that the prowler is gone.
- b. If you have someone in custody in regards to the call, and time constraints regarding identification allow, let the complainant

identify the party. Give the complainant any information that is pertinent regarding the party and the law violation.

4. Get the Facts:

- a. If the prowler is gone on arrival, speak with the party that made the original complaint.
- b. Determine if the prowler has been seen in the area before or if the complainant has called the police concerning his/her conduct.
- c. If possible, ascertain the identity or description of the prowler and transmit to the dispatcher.

F. Burglary Calls:

1. The perimeter of the building shall be checked for obvious signs of forced entry.
2. If a forced entry is located, stand by, request backup, and contact a supervisor.
 - a. [REDACTED]
 - b. If a break is found, immediately notify the dispatcher of the extent and location. Notify the appropriate station to contact a responder.
 - c. Should officers [REDACTED]
3. If a suspect is believed to be in a building, a request can be made through a supervisor for a K-9 Team to respond. If none are available, a supervisor can request Communications to notify one or contact an outside law enforcement agency to utilize one.
 - a. When utilizing a K-9 Team; keep contamination to a minimum.
4. In the event that non-uniform officers respond to calls of this nature, the dispatcher, for purposes of officers' safety, shall be advised.

G. Alarms in General:

1. Officers shall determine what type of an alarm has sounded. Officers shall respond in emergency mode for [REDACTED] Some common types of alarms, but not all, are as follows:
 - a. Hold-Up Alarm:
 - i. Commonly installed in businesses, such as supermarkets, jewelry stores, and banks. Alarm is to notify police of a robbery, while open for business with persons occupying same. Caution shall be used not to endanger anyone not involved in the crime.
 - b. Burglar or Intrusion Alarm:

- i. Commonly installed in businesses or homes, to exclude anyone not authorized when business is closed, and home alarm is activated whether occupied or unoccupied.
- c. Fire/Sprinkler Alarm:
 - i. Installed on both home and business to notify authorities of sprinkler activation or of a fire. The Albany Fire Department (AFD) should be notified/respond to such alarms.

H. Response to Fire Calls:

1. Response to the Scene:

- a. Proceed to the scene with caution and be alert for the responding fire apparatus, especially at intersections.
- b. While responding to an alarm of fire, Albany Fire Department apparatus have the right of way.

2. Initial Survey:

- a. Advise the dispatcher of your arrival. Determine the extent of the fire and again notify the dispatcher.
- b. If discovered during the normal course of patrol, officers shall first notify the dispatcher so that the appropriate AFD/EMS response can be dispatched.
- c. After notifying the dispatcher, the officer(s) may then check the buildings for occupants should that necessity exist. It should be understood, however, officers shall not risk their own safety to accomplish this task.

3. Duties at the Scene:

- a. Divert vehicle and pedestrian traffic from the scene.
- b. Keep the immediate area of the fire free and open for emergency services access.
- c. Establish fire lines to keep all spectators well away from the fire, apparatus, and equipment.
- d. Monitor the fire hoses and the surrounding areas and attempt to ensure that no vehicle(s) drives over them.
- e. Set up and monitor barricades including the lights and flares necessary.

4. Arson:

- a. If the Battalion Chief reports that the fire is suspicious in nature and requests an investigation, the officer shall notify the supervisor.
- b. The supervisor shall in turn, notify the detective office who will assign detective(s) to investigate the incident.
- c. If there is any chance that arson may be involved in the fire, do not

touch any of the evidence but preserve the scene until the detectives arrive.

5. Take a Report:

- a. At the minimum, a Standardized Incident Report shall be taken.**

6. Additional Information Concerning Fires:

- a. Never park in front of an involved building(s);**
- b. Do not block arrival of AFD/EMS apparatus to involved street(s);**
- c. Do not block access to fire hydrants; and**
- d. Do not allow police vehicle to become blocked in.**

I. EMS or Ambulance Calls

- 1. Determine, as soon as possible, if medical attention is required. If so, summon AFD/EMS, who will arrange transportation to a hospital, if necessary.**
- 2. It is the policy of the Albany Police Department not to transport injured or ill persons via patrol unit. It is reasoned, however, that this may not be suitable for all circumstances.**
 - a. The decision to transport in a patrol car must be weighed carefully by the officer; the seriousness of the injury/illness, the time element involved, etc., are all considerations.**
 - b. The safety and welfare of the subject and the officer should never be compromised.**
- 3. Safeguard the victim's property. If a person is alone at home, taken ill and is being taken to a hospital, it is the responsibility of the investigating officer to secure the premises before leaving.**
- 4. If there is a possibility of a contagious disease being transmitted to the investigating officer, he/she shall respond to the same hospital as the subject. A supervisor shall be notified immediately. A report of such exposure shall be completed, as per current directives.**
- 5. Anytime a person is found unconscious or juvenile is involved and a parent or guardian has not been notified, it will be necessary for the investigating officer to follow-up at the hospital.**
- 6. A Standardized Incident Report must be taken when the following occurs:**
 - a. A person has been transported to a hospital or medical facility by a police unit;**
 - b. An injury occurred on City owned property (city streets/sidewalks, inside city buildings/recreational facilities, street falls etc.);**
 - c. The victim is found in an unconscious condition or if the identity of the victim is unknown;**
 - d. Anytime police units summon an ambulance without the AFD/EMS (e.g., summoning an ambulance for an "emotionally disturbed person," without AFD/EMS response);**
 - e. Any Albany Police Department employee is exposed to contagious**

disease; and

f. Any person suffering from dog bites.

- i. The owner must show proof of Rabies vaccination for the dog.
- ii. If no proof of Rabies vaccine, the City must impound said dog for ten (10) days to check for signs of Rabies.
- iii. The animal control officer shall be notified via Communications.

J. Intoxicated or Incapacitated Persons:

1. A person who is intoxicated, as defined, and not in violation of any law or ordinance may request medical attention and be transported to a medical facility on a voluntary basis. Such person may also be left alone, provided that no danger is posed towards the subject's person or any other person's well being or property.
2. A person incapacitated by alcohol shall be evaluated by AFD/EMS. Once an officer makes the determination that an individual is incapacitated by alcohol, the following guidelines shall apply:
 - a. The officer shall request AFD/EMS via the dispatcher.
 - i. Transportation to a medical facility shall be arranged by AFD/EMS.
 - ii. At no time, shall a person incapacitated by alcohol be transported in a police unit.
 - b. Officers should be alert for signs of other medical disorders. Persons appearing intoxicated, but not displaying any odor of an intoxicating beverage, "Medic Alert" bracelets, etc., may appear intoxicated or incapacitated, but may be in a state of medical emergency.

K. Counterfeit Currency:

1. If the person passing the counterfeit currency is still present, the following should be observed:
 - a. After examining the said currency and determining that there is doubt concerning the authenticity of the currency in question, the officer shall take both the currency and the individual attempting to spend same into custody and contact a supervisor.
 - b. The person in custody, along with the currency in question, shall then be transported to South Station for investigation. The complainant shall also be advised to respond.
 - c. If probable cause is present, the officer shall process the arrest, as per current directives.
 - d. The officer shall notify the U.S. Secret Service in regards to the arrest, and a notation of person(s) contacted shall be included in the report. Secret Service 24-hour hotline is 1(877)438-4338.

2. If the person passing the currency has left the scene, the following shall occur:
 - a. Upon arrival at the scene, the officer shall attempt to obtain a description of the person passing the suspected currency and broadcast the description.
 - b. After relaying a description, the officer shall take a complete report of the incident.
 - c. The complainant shall turn the suspected currency over to the officer as evidence.
 - d. The officer shall then place the currency into the evidence room, as per current directives.
 - e. The officer shall notify the U.S. Secret Service, and a notation of person(s) contacted shall be included in the report.

L. School Crossings:

1. When an officer is assigned to a school crossing, the officer shall report to the assigned location at the proper time. In the event this is not possible, the officer shall notify the dispatcher so that the crossing can be otherwise covered.
2. Officers shall park the patrol unit near, but not blocking, the crossing. The vehicle shall be legally parked with the motor off unless otherwise instructed by a supervisor.
3. Officers must don traffic safety vest as the outermost garment.
4. The officer is to remain on the crossing and outside of the patrol car until the detail terminates.
5. When a two (2) officer unit is assigned, one (1) officer will be dropped off to cover the detail and the unit will remain in service. Upon completion, the unit shall return to service as a two (2) officer unit.
6. Traffic Safety is primarily responsible for school crossings. When a School Crossing Officer is not available and a Traffic Safety Unit and/or PSO/TSA are not available, the respective patrol or NEU unit(s) shall be assigned the detail(s).

M. Wires Down:

1. Initial Survey:
 - a. Attempt to determine what type of wire is involved (telephone, power, cable, etc.) and if a hazardous condition exists.
 - i. Treat all lines as though they are live.
 - ii. Telephone wires are generally not hazardous.
 - iii. Power lines from a residence are generally not charged, if all are down.
 - iv. Wires from a pole are generally charged.
2. Never touch or attempt to move any type of downed wire, unless circumstances dictate otherwise.

3. In cases involving fallen wires which are lying on a building, vehicle, etc., AFD/EMS shall be summoned.
4. Officers shall also be aware that in cases where wires are down and the ground is damp or wet, the ground itself can become charged for some distance. All personnel should be kept as far from the wires as possible until the area has been secured.
5. Notify the proper station as to the exact location of the incident, the type of wires believed down, and the hazard presented. The station desk officer/clerk shall notify the appropriate agency/company to respond.
6. If limbs, trees, or other debris are in the street, notify the respective station who shall notify the proper resource required.
7. Keep all uninvolved persons at a safe distance.
8. Direct all vehicular traffic away from the scene.
9. If necessary, call for a supervisor so that additional units or barricades can be summoned to successfully block off the area.
10. Remain at the scene until properly relieved, or scene control has been turned over to another agency.
11. Normally, there is no need to stand by for fallen phone wires or cable television lines.

N. Police Escorts:

1. Escorts shall comply with all NYS Vehicle and Traffic Laws.
2. If emergency medical assistance is required, the officer shall render first aid and request that Communications notify AFD/EMS to respond to the scene and transport the injured.
3. If the escort is deemed appropriate by the officer, the officer shall:
 - a. Obtain permission from their immediate supervisor;
 - b. Notify Communications of the location start of the escort, reason for escort, and the destination;
 - c. The driver of the civilian vehicle shall be instructed to follow a safe distance behind the patrol vehicle with their headlights on; and
 - d. The officer shall proceed at a reasonable speed, observing traffic regulations, and only in cases of extreme emergency, shall the officer activate their emergency equipment.
4. Non-emergency escorts, such as funeral escorts, oversized loads, hazardous or unusual cargo, and escorts of public officials and other dignitaries, shall be authorized and coordinated through the Special Operations lieutenant.

O. Incidents Involving Animals:

1. Upon arrival on the scene, the officer shall attempt to determine if the animal is injured, sick, or dead.
2. Whenever possible, check the license tag information on the animal and contact the owner.
 - a. In cases of any sick or injured animal(s) where no owner is available for response, contact the Animal Control Officer via

Communications, for pick up.

- b. If appropriate, stand by for the Animal Control Officer's arrival.
- 3. In the instance of a dead dog on a City street/sidewalk, the animal shall be picked-up and properly disposed of, at all times, by the Animal Control Officer.
 - a. Weekday hours are 7:00 a.m. to 5:00 p.m.
 - b. During non-business hours, the unit/station supervisor will authorize an Animal Control Officer to respond.
- 4. The Animal Control Officer shall be notified immediately in any incident involving an animal biting a person.
 - a. If the location of the dog is known, officers shall take steps to secure the dog and request Animal Control to respond to the scene.
 - b. A Standard Incident Report must be completed for calls involving dog bites.
- 5. In incidents where an animal poses a potential health hazard (e.g., Rabies, etc.) the Animal Control Officer shall be contacted. Any animal posing a threat should be kept under observation. The Animal Control Officer is familiar with necessary procedures concerning observation and shall ensure the appropriate follow-up regarding the animal is completed.
 - a. Rabies is an acute viral infection of the central nervous system that affects any warm blooded animal.
 - i. It is transmitted by the bite of an infected animal and results in a terminal infection with a clinical period (i.e. observation period) of three (3) to seven (7) days, after a typical incubation period of two (2) weeks to three (3) months.
 - ii. A rabid animal can transmit the disease through the saliva during the clinical period and also for as much as five (5) days prior to showing signs of the disease.
 - iii. Rabies in most animals is characterized by a change in behavior (e.g., unusual aggressiveness or friendliness) as well as paralysis. The most notable paralysis will occur in the throat or hindquarters.
 - b. Although Rabies is primarily transmitted through a bite, there is also risk of infection should saliva or exposed tissue from a rabid animal come into contact with open wounds or mucous membranes.
- 6. Due to on-scene circumstances, if it is necessary to euthanize an animal on the scene, a supervisor shall be contacted and respond to the scene.
 - a. Once the scene has been made as safe as is reasonably possible, the animal may be euthanized, at the direction of the supervisor.

- i. Prior to euthanizing any animal, the background shall be considered.
 - ii. It is not recommended that officers euthanize animals at close range with [REDACTED]
- b. Under normal circumstances, the Animal Control Officer shall be contacted to dispose of the carcass. If the animal is suspected of having contracted Rabies, the carcass shall be turned over to the Animal Control Officer.
- c. The involved officer shall complete an Intra-Departmental Correspondence and Standard Incident Report detailing the disposition of the animal(s).

7. Whenever the situation calls for the euthanization of any animal suspected of having Rabies, do not strike the animal in the head as this is the area tested for the Rabies virus.
8. Animal Control Officers are to be kept apprised of all incidents involving the abuse/maltreatment of animals, and of aggressive animals, by indicating on the Standard Incident Report that copies are to be sent to the City Clerk's Office.
9. When responding to a call for dead crows, an Animal Control Officer shall be contacted. This service is provided twenty-four (24) hours a day. An Animal Control Officer shall respond to remove the bird and shall also report it to the Department of Health. This procedure applies to all public and private property.
10. All officers are reminded to enhance enforcement of the General City Ordinances and other laws as they pertain to dogs.
 - i. When making an arrest for one of the General City Ordinances, a field arrest record is to be completed, and an appearance ticket issued per current directives.
 - ii. The Appearance ticket shall be made returnable to City Court on a Thursday at 1:30 PM, two (2) weeks from the date of incident, excluding holidays.
 - iii. Officers are reminded that a Field Interview Card shall also be completed. This is because the City Clerk's Office needs to track these arrests; a copy of the arrest record is to be placed in the appropriate basket in South Station to be retrieved by an Animal Control Officer on a daily basis.
 - iv. If the officer feels that the dog needs to be seized, or a confrontation may develop, they shall contact the Animal Control Officer, per current directives, to facilitate said seizure.

P. Calls Dispatched at Shift Change:

1. Any call received at or during shift changes shall be dispatched according to the priority of the call for service.
2. If the appropriate unit(s) does not acknowledge a given call for service during shift change, the dispatcher shall so advise the involved station supervisor. Officers shall remain with their patrol unit until relief is made at the station.

3. Should any officer dispatched on a call for service believe that, due to the circumstances of the call, he/she will be late for relief; such officer shall notify his/her station, as soon as possible. The station supervisor shall be notified by the desk officer/clerk and appropriate arrangements shall be made for assistance or relief.

Q. Details for the Station:

1. One (1) Officer Units:
 - a. The unit shall go out of service until completion of the detail, after having notified the dispatcher of the location and nature of the detail.
 - b. If the officer changes location while on the detail, the dispatcher shall be given the new location and the nature of the detail.
 - i. Such notation shall be made by radio whenever possible. The purpose is to make the dispatcher aware of your location and the nature of the detail.
2. Two (2) Officer Units:
 - a. The unit shall not normally go out of service, but shall remain in service with one officer staying in the vehicle to answer any calls.
 - b. The dispatcher shall be notified of the nature of the detail (by radio whenever possible) and any change in location.
 - c. When finished with the detail, officers shall notify the dispatcher and return to normal patrol.

R. Eating While On Patrol:

1. Personnel shall not call out to eat during the following time periods:
 - a. The first two (2) hours of their tour; or
 - b. The final hour of their tour.
2. This above listed time period guide shall be adhered to and not altered unless specifically allowed by an on-duty supervisor.
3. After receiving permission from the dispatcher to eat, each unit shall be allowed fifteen (15) minutes to arrive to their destination and one half (1/2) hour, out of service, for meals.
4. Each officer shall give the location of where they are eating to the dispatcher, before calling out-of-service.
5. One or two units, depending on manpower and calls for service, shall be allowed to call out to eat at a given time. A meal list shall be monitored by the dispatcher, allowing the units to call out as time allows.
6. The presence of a unit on a meal list shall not guarantee that unit to be allowed to call out for a meal. The calls for service may dictate that no unit or very few units be allowed to call out.
7. After calling out to eat, the officer shall keep a portable radio turned on in the event of an emergency call.

S. Incidents Near City Boundaries:

1. In the event the call requires immediate police action, (e.g., motor vehicle crash with injuries, serious crime, natural disaster, etc.) the officer shall take such action as may be required. This action shall be governed by the guidelines for calls already, set forth in current directives.
2. As soon as possible, after initial police action has been taken, the officers shall attempt to ascertain in which jurisdiction the crime or incident has occurred. In the event the incident has occurred in a jurisdiction other than the City of Albany, the officers shall notify the dispatcher of that fact and request that an officer from that jurisdiction respond.
3. In the case of a situation that does not require immediate police action, and there is a question as to jurisdiction, the officer shall first attempt to determine the appropriate jurisdiction.

T. Train Incidents:

1. Upon arrival, officers should follow Critical Incident guidelines, as per current directives.
2. Notify the appropriate railroad agency to respond and conduct an investigation.
3. If a motor vehicle is involved, complete an MV-104A report.
4. If a pedestrian, bicyclist, or derailment is involved, complete a Standard Incident Report.
5. Officers are reminded that many rail cars contain hazardous materials and caution should be exercised whenever investigating these types of incidents.
 - a. AFD/EMS shall be immediately notified for any hazardous material leakage.
 - b. The appropriate support shall be afforded other agencies as needed or dictated by the incident (e.g., evacuation, securing the scene, etc.)

U. Waterway Incidents:

1. Upon arrival, officers should assess the situation, taking into consideration any life threatening situations:
 - a. Incidents involving suspected drowning;
 - b. Fire and/or explosion; and/or
 - c. Capsized boats with person(s) in water.
2. Notify the dispatcher, giving all pertinent facts, such as exact location, number of people involved and any hazardous situations that exist. A supervisor, if available, shall respond to the scene.
3. Officers, if possible, could attempt to rescue or alleviate any hazard that may jeopardize life. It should be understood, however, officers shall not risk their own safety to accomplish this task.
4. If an incident occurs that would require rescue operations in a waterway

the Albany Fire Department will be the primary responder. The Police Department will act as a supporting agency.

- a. It will be the duty of the operations lieutenant to liaison with the Fire Department to assess the situation and take the appropriate actions.
5. Any law enforcement officer responding to a boating accident must submit a Recreational Boating Accident Report (New York State Office of Parks, Recreation & Historic Preservation Form # [REDACTED] within five (5) days of the incident).
 - a. Commercial vessels do not apply to this section - only in cases of pleasure craft accidents, police complete the NYS Office of Parks, Recreation and Historic Preservation form. (e.g., pleasure boat striking/struck by a larger commercial vessel)
6. Officers should familiarize themselves with the Police Vessel Accident Report Manual, which explains in detail the requirements and information necessary to complete these reports.
7. Apparent drowning that are non-vessel related need to be reported to this department, via an appropriate Standardized Incident Report.
8. It is imperative for officers to interview any witness to the incident. Attention to detail is important, as it is with any investigation.
9. If the accident results in any type of chemical spill in any waterways, the officer shall notify the New York State Department of Environmental Conservation and the United States Coast Guard immediately. Officers shall follow the guidelines for hazardous materials procedure.
10. If appropriate, officers shall follow the Critical Incidents guidelines, as per current directives.

V. Industrial Incidents:

1. Upon arrival, officers shall follow the Critical Incident guidelines, as per current directives.
2. Request AFD/EMS, National Grid, or other support services, as needed.
3. AFD/EMS shall immediately be notified for any hazardous material leakage.
4. AFD/EMS shall respond when handling any motor vehicle or industrial accidents involving trapped or pinned individuals.
5. Safeguard the scene from further incident and preserve evidence.
6. Interview all persons involved and witnesses, and obtain statements or depositions.
7. Complete a Standardized Incident Report as the situation dictates.
 - a. Mention shall be made in the narrative regarding whether a hazardous condition existed prior to the incident.
 - b. The Administrative Services Bureau shall forward the report to the Occupational Safety and Health Administration (OSHA) for their further assessment of the overall situation.

W. Aircraft Incidents:

1. Upon arrival, officers shall follow the Critical Incident guidelines, as per current directives.
2. The responsibility for the investigation of an aircraft incident or crash lies with the Federal Aviation Administration, officers shall concentrate their activities to the immediate hazard, aiding the injured, and preserving evidence (physical evidence and verbal statements) at the scene.
3. Caution should be exercised before coming into contact with metal parts of the aircraft, as they may retain heat for a period of time and be of a sufficient amount to cause injury.
4. Fuel/chemical leaks and cargo may be highly volatile and therefore extremely dangerous; precautions shall to be taken. AFD/EMS shall be notified immediately of any hazardous material leakage.
5. When the incident secures, a Standardized Incident Report, along with any other applicable reports shall be completed.

VI. PRELIMINARY INVESTIGATIONS

A. Regardless of the nature of the call, the following steps shall be completed when conducting a preliminary investigation:

1. Observe all conditions, events, and remarks made;
2. Locate, identify, and interview the complainant, witnesses, and potential suspects;
3. Maintain and secure the crime scene, including any potential evidence; and
4. Arrange for the collection of evidence through the on-scene supervisor.

B. In order to facilitate the flow of paperwork that is gathered during a preliminary investigations, decrease the time and effort necessary to place non original documents into evidence, and to decrease the amount of space used in the evidence room the following shall be completed:

1. Upon completion of a preliminary investigation and before completion of the officer's shift, officers shall ensure that all supporting documentation is delivered to CCCIU in the following manner:
 - a. Original documents shall be scanned and emailed to [REDACTED], prior to being placed into evidence.
 - b. Non-original documents shall be scanned and emailed to [REDACTED] and shall not be placed into evidence.
2. Non-original documentation is considered copies of pertinent documentation that may aid in an investigation of a reported incident. This may include, but is not limited to the following:
 - a. Copies of cashed checks;
 - b. Copies of bank statements;

- c. Copies of leases;
- d. Copies of rental agreements;
- e. Copies of written contracts;
- f. Copies of web pages;
- g. Copies of emails;
- h. Copies of line of credit documents; or
- i. Copies of bank affidavits.

3. Upon receiving non-original documentation, CCCIU personnel shall complete the following:

- a. Ensure the document(s) are emailed to the detective who has been assigned the case; or
- b. Print a copy of the document and place it in the case assignment folder.

C. The following procedures shall be followed when potential video recordings need to be collected as evidence.

1. Preliminary Investigation:
 - a. All attempts shall be made to identify and recover video evidence at the time of initial contact.
 - b. If possible, the reporting officer shall recover the video themselves or make arrangements with business representatives or private owners to download the video and make it available to the department.
 - c. If the reporting officer is unable to retrieve the video recordings, detectives from the Forensic Investigation Unit (FIU) should be consulted and may be used in video retrieval efforts, as well as, on-duty Video Recovery Officers (VRO).
 - d. Corporations such as Price Chopper, Shop Rite, Albany Med, etc. will be required to supply the department with the requested video.
2. If video has been recovered by the reporting officer, a notation shall be made in the SIR and the video shall be placed in evidence, per current department directives.
3. If arrangements have been made for the victim/complainant to recover the video, this shall be noted in the SIR.
4. If neither the reporting officer nor the victim/complainant can recover the video, then the reporting officer must complete a Video Collection Request Form, APD Form # [REDACTED] shown on page 23 of this order.
 - a. The completed form shall be emailed to the Information Coordination Unit (ICU) Detective Sergeant; and
 - b. A notation shall be made in the SIR that the Video Recovery Request Form was completed and emailed to the ICU Detective Sergeant.
5. The ICU Detective Sergeant shall collect and review all Video Recovery Request Forms, as they are submitted.

- a. The requests shall then be discussed at the daily 0930 hours crime meeting.
 - b. Requests shall be given priority levels and disseminated to the appropriate resource for recovery efforts.
 - c. The ICU Detective Sergeant shall assign all remaining requests to the video recovery officers for collection.
- 6. VROs and the VROs immediate supervisor shall receive video recovery requests through the department email system.
 - a. Prior to assigning VROs video recovery requests, ISE shall be reviewed to ensure that the VRO will be available to recover the video prior to it being lost.
 - b. VROs shall reply to assigned recovery request emails stating that the assignment was received.
 - c. VROs should be given time during their shift to retrieve video evidence, however the supervisor shall make the ultimate decision as to when the request will be completed.
 - d. After recovery of the video, the VRO shall place the video into evidence, as per current directives. A second copy shall be delivered to the appropriate detective supervisor.
 - e. When the assignment is complete, the VRO shall submit a follow up email to the ICU Detective Sergeant.
 - f. If the VRO was unable to recover the video, an email shall be sent to the ICU Detective Sergeant stating the reason why it was not recovered. The retrieval shall then be re-evaluated and assigned to someone with a higher level of training.
 - g. ICU shall maintain a log of all video requests.

VII. RECORDING STATUS

- A.** All personnel shall maintain radio contact with Communications personnel at all times while in service unless he/she otherwise specifies to the dispatcher an alternate method of contact.
- B.** The following statuses shall be recorded and displayed on the Computer Aided Dispatch (CAD) System:
 - 1. In-Service:**
 - a. The employee is available to accept assignments. Once an officer/detective is dispatched to an assignment/call, they are not to initiate another assignment/call unless an emergency situation arises.
 - 2. Out of Service:**
 - a. The employee is not available to accept assignments, but is in radio contact with the dispatcher.

3. Out of Radio Contact:

- a.** The employee is not available for assignments and not in radio contact. The employee must notify Communications of their location and/or alternate means of contact.

4. Eating While on Patrol:

- b.** An out-of-service break from accepting routine, non-emergency assignments, the duration of which shall not exceed one half (1/2) hour, once each shift, not to be during the first two hours of the tour or last hour of the tour.

C. Status Information:

- 1.** The dispatcher shall record all status information for each unit throughout the tour of duty on the CAD System.

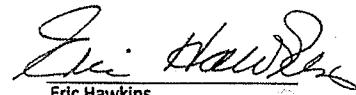
- 2.** The dispatcher shall record the following information by unit number:

- a.** Time in and out of service;
- b.** Location of unit; and
- c.** Nature of the activity (e.g., detail, court).

D. Officers shall not to dispatch themselves to calls or respond without being dispatched by Communications or a supervisor.

E. Once officers have been dispatched to a call, they are not to initiate traffic stops or field stops, unless an emergency situation exists.

F. Officers shall also notify the dispatcher of their status regarding vehicle stops, calls for service, details, and field initiated calls. The shift supervisor shall monitor these transmissions and follow up on unusual time lapses. All officers shall follow established procedures and radio transmissions.



Eric Hawkins
Chief of Police



Albany Police Department Video Collection Request



Date of Incident: Date of Request:
Location of Incident: Type of Incident:
Incident Number: Location of Equipment:

Brand of Surveillance Equipment

Model if known:

Owner's Manual: Yes No

Contact person responsible for Video Surveillance System

Name: Phone number:

Date and Time Parameters (As displayed on System)

Start Date Start Time End Date End Time

CAD Time DVR Video Time

Length of Video Archived. (Number of Days or hours Video is accessible)

Has Video been viewed by Law Enforcement: Yes No

What is being looked for in the video and what cameras are of interest?

System Login: System password:

Person Requesting Video: (must have name)

Name Phone Number

Supervisor Approval: Date:

Assigned to recovery:

Date Recovered:

APD # 468 (REV 06/2014)