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COMMUNICATIONS: RADIO PROCEDURES
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PURPOSE: The purpose of this policy is to establish radio procedures for effective radio communications between the Communications Center and personnel in the field.

POLICY: It is the policy of the Albany Police Department that effective communication is vital for productive performance. Operations are more efficient and officer and personnel safety is enhanced when dispatchers, supervisors, and personnel know the status of personnel in the field, their locations, the nature of their calls, and developments of their investigations.

I. RADIO PROCEDURES

A. Police Radio Dispatch:

1. The Albany Police Department is responsible for law enforcement and police services within the City limits. Many emergency requests for police service involve police officers risking their lives; this makes dispatching for the Police Department a vital function.
2. Police Department procedures are different from Fire Department procedures, and thus it is imperative that certain dispatching procedures be utilized by the Police Department that wouldn't be necessary for the Fire Department.
3. The Police Department uses the following radio number identifiers to identify and communicate with field personnel:
 - a. 90 Series – Command Staff
 - b. 100 Series – Center Station
 - c. 200 Series – South Station
 - d. 300 Series – Special Operations
 - e. 400 Series – Detectives
 - f. 500 Series – NEU/Details
 - g. 600 Series – Community Services/Administrative Services
 - h. 700 Series – Telecommunications Personnel
 - i. 800 Series – Non-Sworn Personnel
 - j. 900 Series – Albany County Probation and Parole

4. Familiarity with locations within the City, equipment, and personnel are invaluable for safe dispatching.
5. Dispatchers shall have complete control of the police radio system, at all times, and shall dispatch all calls.
6. All transmissions, regardless of origin or destination, shall be made through the dispatcher.
7. First names or nick names shall not be used. This violates the rules and regulations of the Federal Communications Commission (FCC). The proper procedures shall be title or unit number.
8. There shall be no arguing, disputes, or sarcasm on the police radio system at any time.
9. Proper radio terminology shall be used at all times. Some words or phrases don't transmit well, others are just unprofessional:

POOR	PREFERRED
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a. Yeah, Yes, or Yup	Affirmative
b. No or Nope	Negative
c. Want	Desire
d. Can't	Unable
e. Get	Obtain
f. Send	Forward
g. Wait	Stand by
h. Do you want	Advise if
i. Find out	Ascertain
j. Call and see	Check
k. I got it	Received

10. Personnel shall speak directly into the microphone in a clear voice. Microphones are de-sensitized to help filter out some, but not all, of the background noise(s), a professional tone shall be kept at all times.
11. When making a lengthy transmission, intermittent breaks are necessary. Transmission should not last more than ten (10) seconds without a brief interruption to allow emergency traffic to break, if necessary.
12. Dispatchers shall answer all units as soon as possible, even if just to tell a unit to stand by and then getting back to them promptly.
13. Dispatchers shall not stack responses.
14. The New York State Law Enforcement Phonetic Code is used by this department, and shall be used at all times when relaying information where a name or location must be spelled out. This is especially critical when dispatching units on bank alarm calls. The following is a list of the phonetic alphabet:

- a. [REDACTED]
- b. [REDACTED]
- c. [REDACTED]
- d. [REDACTED]
- e. [REDACTED]
- f. [REDACTED]

g.
h.
i.
j.
k.
l.
m.
n.
o.
p.
q.
r.
s.
t.
u.
v.
w.
x.
y.
z.

15. Dispatchers shall give the time after every radio transmission. This is most important when a time element becomes a crucial part of incident management.

16. When dispatching calls, dispatchers shall clearly broadcast the following information:

- a. The unit(s) number;
- b. The location;
- c. The call type;
- d. Information relevant to the call; and
- e. The time that the call is being dispatched.

 i. An example of the proper way to dispatch a call is:

- 1) "Unit 202, report to South Station, out of service for a detail, at 09:45."

 ii. The proper response from the unit is:

- 1) "Dispatcher, Unit 202 received."

 iii. A microphone click is not acceptable as an acknowledgement. The unit shall be asked again if the message was received.

17. If, after dispatching a call, the designated unit does not acknowledge, dispatchers shall wait ten [REDACTED] and call the unit again.

- a. If there is still no response, a different unit shall be dispatched to

the call.

- b. Once the different unit acknowledges, the dispatcher shall continue trying to contact the original unit.
- c. If the original unit cannot be contacted, the dispatcher shall notify the station supervisor and advise additional units to assist in locating the original unit.

18. When a unit reports that they are responding to a call that has already been dispatched to other units, the unit shall be advised to stay in service, unless they are closer to the incident than the original units dispatched.

- a. In such cases, the closest unit shall be used and the original unit dispatched shall be cancelled.

19. Communications personnel shall ensure that prior to dispatching a 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.

- a. Emergency - Second Alternate Alert Tones shall be utilized for the following calls:
 - i. Assaults - CAD Code 05
 - ii. Personal Injury Auto Accident - CAD Code 07
 - iii. Burglary in Progress - CAD Code 13
 - iv. Holdup Alarm - CAD Code 33
 - v. Officer(s) Need Assistance - CAD Code 43
 - vi. Person with a Weapon - CAD Code 50
 - vii. Robbery - CAD Code 57
 - viii. Shooting - CAD Code 60
 - ix. Shots Fired - CAD Code 62
- b. Non-Emergency - First Alert Tones 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., a fully involved fire) he/she shall use the second alert emergency tone to alert units in the field prior to dispatching the call.

20. Emergency calls take priority over all other calls.

21. Emergency calls shall be dispatched immediately; the following procedures shall apply:

- a. Dispatchers shall obtain as much information as possible and provide the field units with this information, which shall include, but not be limited to, information regarding injuries, weapons, or anything which would indicate a danger.
- b. On emergency calls, the dispatcher shall attempt to pinpoint the location as best as they can and direct the first unit to the scene.

- c. Field supervisors shall be advised of emergency calls at the same time the field units are dispatched.
- d. Dispatchers shall be responsible for initiating only emergency radio traffic, unless otherwise directed by a supervisor.
- e. Field units shall cancel emergency radio traffic as soon as it is safe and practical.
- f. During lengthy emergency situations, all other units shall be switched to a different sub-fleet frequency.
 - i. This process is done to free up the main police dispatch frequency.
 - ii. An example of this process would be a burglary in progress call where the field officers are setting up a perimeter and using a canine police unit.
 - iii. Field officers not on the burglary in progress call would switch to a different sub-fleet frequency for routine transmissions, at the direction of the dispatcher.

22. At least [REDACTED] shall be utilized in the following situations:

- a. All crime in-progress calls;
- b. Suspects still on the scene or in the area but not in custody;
- c. Disturbance calls involving intoxicated persons, domestic disputes, neighbor trouble, parties, or other group related calls;
- d. Call where weapons are involved;
- e. All calls reported as having emotionally disturbed persons;
 - i. [REDACTED] officers may be utilized for potentially violent persons.
- f. All major situations where crowd, traffic, or scene security is necessary; and
- g. All calls where details are unknown or vague.
 - i. If a field unit or supervisor requests more units, the appropriate number shall be dispatched at the requesting unit's discretion.
 - ii. If there are no backup units available, a supervisor, if necessary, shall be utilized and dispatched.

23. Units on emergency calls, shall be checked on [REDACTED] after arrival on the scene, if there have been no transmissions since arrival.

- a. If unable to get a response from units on the call, [REDACTED] additional units shall be sent and the street supervisor notified.

24. Dispatchers shall also complete [REDACTED] checks on officers who are on traffic stops or other types of serious calls to ensure that all units are safe.

25. Field personnel who request emergency assistance shall have a minimum

of [REDACTED] to the requesting employee's location.

26. Field personnel shall advise the dispatcher anytime that they are out of the car, received a call (by acknowledging), arrive on scene, and when they have completed a call and are back in service, which shall be recorded in the CAD system.
27. Field personnel shall also advise the dispatcher when they are out of service. This shall also be recorded in the CAD system.
28. In an effort to conserve air time, signal codes shall be used according to the following:
 - a. When completing a call, personnel shall use one of the codes or a combination of the codes.
 - b. The first code given shall best reflect how the call was primarily handled.
 - c. The following disposition/signal/informational codes shall be utilized and are the only accepted codes:

i. Disposition Codes:

- 1) Signal 1 - [REDACTED]
- 2) Signal 2 - [REDACTED]
- 3) Signal 3 - [REDACTED]
- 4) Signal 4 - [REDACTED]
- 5) Signal 5 - [REDACTED]
- 6) Signal 6 - [REDACTED]
- 7) Signal 7 - [REDACTED]
- 8) Signal 8 - [REDACTED]
- 9) Signal 9 - [REDACTED]
- 10) Signal 10 - [REDACTED]
- 11) Signal 11 - [REDACTED]
- 12) Signal 12 - [REDACTED]
- 13) Signal 13 - [REDACTED]
- 14) Signal 14 - [REDACTED]
- 15) Signal 15 - [REDACTED]
- 16) Signal 21 - [REDACTED]
- 17) Signal 22 - [REDACTED]
- 18) Signal 33 - [REDACTED]
- 19) Signal 38 - [REDACTED]
- 20) Signal 44 - [REDACTED]

ii. Disposition Codes for Bank Alarms:

- 1)
- 2)
- 3)
- 4)
- 5)

iii. Disposition Codes - Informational:

- 1)
- 2)
- 3)
- 4)

iv. The following codes shall be used by the Albany Fire Department and paramedics when requesting police assistance:

- 1)
- 2)
- 3)
- 4)

29. Radio Codes for Wanted Person/Vehicle:

a. For the safety of field personnel the following codes shall be utilized:

- i.
- ii.
- iii.

b. When an officer/detective hears any of those codes used by the dispatcher, the officer/detective shall take the appropriate safety precautions, and contact the dispatcher in a manner that does not alert the subject that the officer/detective knows they are a wanted person.

c. When the dispatcher advises the officer/detective

- d.

30. Traffic Stops:

- a. Dispatchers shall run license plate checks for all traffic stops even if not requested by the field unit. If requested, the dispatcher shall advise the unit of the results as soon as possible.
- b. If a response results in a "hit" (a positive response to the inquiry) or possible hit notify the field unit

[REDACTED] Notify the unit in a calm and normal voice of the information received.

c. [REDACTED]

[REDACTED]

d. Maintain communication with the primary unit.

e. Contact field units on traffic stops after [REDACTED] if no verbal exchange has transpired between the unit and the dispatcher. This is for officer safety.

[REDACTED]

31. Order for Reading License Plate Information:

- a. State;
- b. Registration;
- c. Year;
- d. Make;
- e. Model;
- f. Style; and
- g. Color.

i. An example would be: "NY Registration ABC123, a 2014 Ford Explorer Suburban color green".

h. Vehicle Identification Number (VIN) information is only given when requested by the officer.

32. Vehicle Pursuit Procedures:

- a. Upon the dispatcher being advised of a pursuit by the primary unit, the dispatcher shall ascertain the pursuit location, direction, description of the pursued vehicle and the reason for the pursuit.
- b. After that information has been ascertained the dispatcher shall assign a secondary unit and broadcast the following warning to the units involved in the pursuit:
 - i. "Use caution; do not unreasonably endanger the lives of the public or fellow officers."
 - ii. A notation shall be made in the remarks field that the warning was issued.
- c. Both the primary unit and secondary units must acknowledge the above broadcast.
 - i. If one or both of the units fail to acknowledge the above broadcast, the dispatcher must immediately notify a street supervisor.
 - ii. If a unit continues to fail to acknowledge, the supervisor should consider terminating the pursuit.

- d. If both units successfully acknowledge the broadcast, Communications personnel shall then notify a street supervisor via police radio channel one (1) that a pursuit is in progress, and ensure that said supervisor acknowledges the transmission.
 - i. Supervisors, upon being advised of a pursuit in progress, shall immediately evaluate the circumstances involving the pursuit and shall make a determination as to whether the pursuit should continue or be terminated.
 - ii. Any supervisor can make the determination to terminate the pursuit, not just the pursuing officer's direct supervisor.
- e. The vehicle that is chasing a suspect is considered to be the "primary" unit. The next vehicle in file shall be considered the "secondary unit." All other vehicles shall parallel and monitor, keeping the air clear to allow for the primary and secondary units transmissions.
- f. The pursuit warning will be read every time one (1) or more field units become involved in a pursuit of a motor vehicle.
- g. Dispatchers shall continually ascertain the location, direction of travel, and descriptions.
- h. Unless exigent circumstances exist, as determined by the street supervisor, all pursuits shall be limited to [REDACTED]
[REDACTED] will be the closest available unit to the pursuit.
- i. If a pursuit passes through another unit's assigned zone, that unit will not join the pursuit. The unit will monitor the pursuit's progress in case of pursuit termination.
- j. Units involved in a pursuit shall not pull along the side, ram, or road block the suspect's vehicle. There will be no caravanning or passing of police units.
- k. The Albany Police Department does not authorize the use of roadblocks.
 - l. If there is a marked Traffic Safety Unit in close proximity, it shall assume the secondary position. If not, the closest marked patrol unit will assume the secondary position.
 - m. Once the secondary unit is in place, the unit shall notify Communications personnel of the same.
 - n. Once the primary and secondary units are in place, other units shall not join the pursuit unless directed to by a supervisor. Units shall monitor the pursuit's progress in case of pursuit termination.
 - o. A supervisor will establish if exigent circumstances exist and direct additional personnel if necessary.
 - p. If a pursuit is initiated by a motorcycle unit, that unit will abandon the pursuit as soon as a police marked unit joins the pursuit. The motorcycle unit may proceed to the pursuit termination point if a suspect is apprehended.
 - q. Unmarked police units should not be used for pursuit except in extreme emergencies.
 - r. If a pursuit enters the City of Albany from another jurisdiction,

Communications personnel shall assign one (1) unit to the pursuit. This unit will act as a secondary unit to the pursuit. In this situation, all Albany Police Department units will terminate as close as possible to the City of Albany line, allowing the original pursuit vehicle(s) to continue the pursuit and allowing the new jurisdiction to take up the position of the secondary unit.

- s.** Officers involved in a pursuit must continually question whether the seriousness of the violation reasonably warrants the continuation of the pursuit.
- t.** A pursuit will be discontinued when there is exceptional danger to the public and/or the pursuing officers. Officers must consider present danger, length of pursuit, speed and the possibility of identifying the suspect at a later time when determining whether or not to continue the pursuit.

33. Deployment of Authorized Tire Deflation Device:

- a.** A trained supervisor or Traffic Safety officer deploying the authorized tire deflation device shall do so from a position of safety;
- b.** Deploying the authorized tire deflation device shall be in a position to allow sufficient time for deployment;
- c.** The supervisor overseeing the pursuit must approve the location of the tire deflation device; and
- d.** Communications personnel shall notify all units of the deployment tire deflation device location.

34. Activation of Authorized Tire Deflation Device:

- a.** Upon approaching the location of the tire deflation device, pursuing police units shall allow a safe distance between themselves and the pursued vehicle;
- b.** Immediately after the pursued vehicle goes over the authorized tire deflation device, the officer shall remove the device from the roadway to prevent damage to pursuing police vehicles;
- c.** The supervisor shall immediately notify Communications personnel if the pursued vehicle impacted the authorized tire deflation device, any observed signs of tire deflation, and the direction and operation of the pursued vehicle after the impact.

35. Officer Involved Shootings:

- a.** Whenever a firearm is discharged accidentally or intentionally, except for training purposes, the supervisor shall respond to the scene.
- b.** Appropriate notifications shall normally be made by station/unit personnel. However, if directed to do so by the immediate supervisor on the scene, the dispatcher shall notify the following immediately:
 - i.** Office of Professional Standards;
 - ii.** Deputy Chief of Police; and/or

iii. A Member of the Command Staff.

c. Whenever a firearm is discharged accidentally or intentionally resulting in a death, appropriate notifications shall normally be made by station/unit personnel. However, if directed to do so by a supervisor on scene, the dispatcher shall notify the following immediately:

- i. Chief of Police by way of the involved employee's Chain of Command;
- ii. Office of Professional Standards;
- iii. Public Information Officer (PIO);
- iv. Criminal Investigation Unit (CIU);
- v. Forensic Investigation Unit (FIU);
- vi. District Attorney's Office; and/or
- vii. Medical Examiner/County Coroner

36. Dispatching A Bomb Threat Call:

- a. When dispatching bomb threats or threat of any other explosive device, the call shall be dispatched to the field units as [REDACTED]. Officers know that they are now responding to a bomb or explosive device call.
- b. When a bomb threat is received, [REDACTED] shall be dispatched.
- c. As officers enter the threatened area, [REDACTED]
- d. Communications with the police units on the calls and vice versa [REDACTED]
- e. In the case of suspected explosive devices or materials, it shall be the appropriate station's responsibility to notify disposal personnel, etc., giving the exact description and type, if known, the location and what action has already been taken at the scene.
- f. The police radio dispatcher shall notify the fire radio dispatcher of the situation and the fire department shall respond in a stand-by position, unless the bomb is detonated.
- g. Upon request, police units on the scene shall assist with rescue as conditions and equipment permit.
- h. It shall be the police officer/supervisor's job to protect the scene after removal of any injured and/or deceased person(s) and to keep the dispatcher advised of any new or vital information which might be obtained at the scene.
- i. All telephone calls received from the public in reference to the incident shall be referred to the Public Information Officer.
- j. No information shall be given over the phone to anyone not directly involved with the incident.

37. Bomb Threat Response Sheets:

- a. Bomb Threat Response Sheets, APD Form # [REDACTED] shown on pages 20 and 21 of this order, shall be available at the call receiving position.
- b. It is imperative to the safety of all involved that specific information be recorded.
- c. Personnel should be aware that certain characteristics relative to the person making the threat can be beneficial in determining the reason for the threat.
- d. All the information requested on the Bomb Threat Response Sheet should be considered vital to the responding officers.
- e. Seldom are threats made directly to the police. Most come from the person or company that has been threatened. Communications personnel taking such a call shall speak to the person who actually received the threat and shall question that person in depth while all the information is fresh in their mind.
- f. The most important information to gather shall consist of the following:
 - i. The exact time the call was received;
 - ii. The exact words the caller used;
 - iii. The exact location the device is located;
 - iv. The exact time the device is to detonate;
 - v. Any reason given for the bombing;
 - vi. Any specific reasons or demands made; and
 - vii. If the caller stated that they were part of an organization or cause.
- g. If personnel receive a call from a person making an actual threat, personnel shall [REDACTED]
- h. Personnel shall [REDACTED]
 - a. [REDACTED]
 - b. [REDACTED]
- i. Remain as calm as possible: Do not upset the caller.
- j. If possible, signal to another Communications employee [REDACTED]
- k. Record the exact words of the caller, and [REDACTED]
- l. Continue to explain to the caller that there is a serious danger of injury or death to innocent people.
- m. Ask him/her to repeat the location of the bomb and what time the bomb is set to go off.
- n. If there is a demand made by the caller, [REDACTED]
- o. Fill out the information requested on the Bomb Threat Response Form that you are able to ascertain.
- p. Take control of the situation and ask the proper questions to be sure that you have all the information that is available.
- q. Be sure to get a call back phone number if speaking to a person

other than the one making the threat, in case it is necessary to make further contact.

r. The original Bomb Threat Response Form shall be forwarded to Case Collation Coordination Information Unit (CCCIU).

38. Holdup Alarms for Banks

- a. Anytime a bank holdup alarm is reported to the Communications Center and [REDACTED] it shall be the responsibility of the original call taker to make the [REDACTED]
- b. Communications personnel shall utilize the procedures outlined in Communications Bank Robbery Procedures.
- c. If the original call taker is in the process of doing a work assignment and cannot interrupt what he/she is doing, then it will be the responsibility of the second Private Branch Exchange (PBX) operator to make the call.
- d. If there is no second PBX operator working, it shall become the responsibility of the teletype operator to make the call.

39. Dispatching Bank Holdup Alarms:

- a. Bank holdup alarms shall be dispatched [REDACTED] as soon as received and the proper steps taken to verify the status, which shall consist of dispatching [REDACTED]
- b. As soon as the responding units have acknowledged the call, if necessary, all other units shall be told to "stay off the air until further notice, except for emergency transmissions."
- c. After the alarm has been cleared, units may resume normal transmissions.
- d. If there has been a holdup and the perpetrator has left the scene, all information available shall be ascertained by the person making the status phone call.
- e. If possible, personnel shall attempt to talk to the person who was directly involved with the perpetrator as he/she had the most direct contact and therefore can give the best description.
- f. All information shall be ascertained at the time of the original call and relayed to the dispatcher who shall immediately advise the responding officers so that officers can take the proper steps necessary to preserve the scene, check the area, interview witnesses, etc.
- g. It should not be necessary to call back the bank for additional information, unless requested by officers/supervisors on the scene.
- h. [REDACTED]
- i. The dispatcher shall immediately notify responding units and await further instructions from the supervisor on the scene.
- j. The Communications supervisor/senior dispatcher shall closely

monitor the progress of the holdup and, if necessary, shall handle any further dispatching, especially in a hostage or shooting situation.

k. If an actual holdup does occur during the time when Communications personnel are making relief between tours of duty, it is recommended that the assigned original dispatcher remain on the console until the call is cleared rather than try to relay all the information to a relief dispatcher. This may be waived at the discretion of the supervisor or Communications lieutenant.

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40. Dispatching Bank Burglar Alarms:

- a.** All bank burglar alarms shall be dispatched like all other burglar alarms, with the exception being that the [REDACTED]
- b.** The dispatcher shall specify to the officers that it is a burglar alarm. This procedure applies to all the banks within the Albany Police Department's jurisdiction, and also includes the [REDACTED]
- c.** The units responding shall handle the call like a burglar alarm, not like a holdup alarm, and no telephone call is necessary to the bank/business.

41. Dispatching Burglar Alarms other than at Banks:

- a.** All burglar alarms shall be dispatched and responded to, [REDACTED], unless verified and canceled by the Alarm Company or exchange.
- b.** If someone calls to report that the alarm [REDACTED]
[REDACTED] Therefore, the field units shall be dispatched to verify the situation, handling the call according to police procedures, using caution until they can make visual verification that everything okay.
- c.** For burglary in progress calls, a minimum of [REDACTED] shall be dispatched.
- d.** For burglar alarm calls, it shall no longer be necessary for the responding officer to complete a report upon responding to a burglar alarm, unless either the appropriate station or an alarm company has information about persons responsible for that building.
- e.** If a responder cannot be identified, a report shall be completed and forwarded to the appropriate station so that person responsible for the building can be identified.

- f. In all cases where a report is not necessary, the officer should inform the dispatcher of the name of the person who responds or declines to respond, so it may be entered into the CAD system.

42. Responder Information on Burglar Alarms:

- a. Whenever responder information is received it shall be placed in the remarks field of the call ticket.
- b. If a person refuses to respond, this information shall also be put in the remarks field of the call ticket.
- c. If the responder is not known until they arrive on the scene, the officer should give the dispatcher the name. If the officer does not voluntarily give the information, the dispatcher shall request the information and place it in the remarks field of the incident.

43. Audible Alarm at Lincoln Park Pool:

- a. The audible alarm that goes off at the Lincoln Park Pool is not a burglar alarm, it is a signal that chlorine is too low or there is a leak in the chlorine supply. Parks and Recreation has to be notified as soon as possible to prevent damage to the equipment.
- b. If a call is received from a citizen that the Lincoln Park Pool alarm is ringing, notify South Station so that South Station can notify Parks and Recreation to respond to the scene.

44. [REDACTED]

- a. [REDACTED]
- b. If this alarm is activated, Communications personnel shall enter a call for [REDACTED] and note in the remarks field [REDACTED]
- c. The police radio dispatcher shall send at least [REDACTED] and notify the [REDACTED] during work hours.

45. Dispatching Police Units to Fire and EMS Calls:

- a. For fire calls to schools in session, hospitals or nursing homes, congested business districts or main streets during regular business hours, [REDACTED] uniform units shall be dispatched or [REDACTED] units and [REDACTED].
- b. The first unit on the scene shall advise the dispatcher of the situation and if necessary, either request additional units or cancel any units not on scene.
- c. On all other fire calls, [REDACTED] shall be dispatched and the street supervisor notified. The primary unit shall determine if additional units are necessary.
- d. If a fire call is dispatched to a building in a congested area, but under the jurisdiction of a different police agency, [REDACTED] it shall be dispatched, if available, for traffic control only. If requested by the first unit or the other agency, another unit shall be sent to [REDACTED]

assist.

- e. It shall be the responsibility of the street supervisor to request barricades to be set up at specific locations. If a street supervisor is unavailable then the officer at the scene may request barricades from the station.
- f. For all second (2) alarm fires, the Operations lieutenant shall be notified by the on-scene supervisor.
- g. All three (3) alarm fires or two (2) alarm fires in a hazardous location, the Operations lieutenant shall be notified.
- h. For EMS calls, it is not necessary to dispatch a police unit unless it is believed a crime has been committed, a dangerous situation may exist, or AFD/EMS personnel request a police unit to respond.

46. Handling Possible Unfounded Fire Calls:

- a. Anytime someone calls to report a fire, even if it is believed to be unfounded, fire apparatus shall be dispatched.
- b. In instances where it is believed that the calls are coming from children who might be playing on the phone, dispatch a code [REDACTED] which assigns an engine and ladder company to the location.
- c. A police unit shall also be dispatched and advised that children might be playing on the phone. If necessary a crime report may be taken by the responding officer.

47. Handling Calls from Police Units for Other Services:

- a. Requests by field units for supervisors, fire apparatus, EMS, ambulances, or tow trucks shall be handled by the dispatcher.

48. City Line Calls:

- a. Anytime a call taker receives a call for police or fire service where the exact jurisdiction is unknown due to a city line situation, the appropriate responders shall be dispatched and the second jurisdiction in question shall be notified to also respond in case the situation does end up being in their jurisdiction.
- b. This order is to expedite service to the location in question.

49. Holding Calls During Shift Changes:

- a. Calls received at or during shift changes shall be dispatched according to the priority of the call for service.
- b. If the appropriate unit(s) does not acknowledge a given call for service during shift change, the dispatcher shall advise the involved station supervisor. Officers shall remain with their patrol unit until relief is made at the station.
- c. Should any officer dispatched on a call for service believe that, due to the circumstances of the call will be late for relief; such officer shall notify his/her station, as soon as possible.

- d. The station supervisor shall be notified by the desk officer/clerk and appropriate arrangements shall be made for assistance or relief.

50. Complainants Information over the Air:

- a. Field personnel should not ask the dispatcher for the name, address, or phone number of the complainant for calls that they are assigned to. This information should be requested by telephone.
- b. Many times complainants are near the point of the incident and are afraid of retaliation from the person(s) they are reporting.
- c. Calls shall be handled by the officers with or without the complainant's information.
- d. Field personnel should make every attempt to conceal the complainant's identity from any person who might be in the vicinity and who might be part of the complaint.

51. Dispatching Neighborhood Engagement Units (NEU) on Calls:

- a. NEU shall respond to calls when dispatched.
- b. NEU may be dispatched to calls within their respective zones.
- c. When dispatching NEU to any call, consideration must be given to their mode of travel (e.g., on foot, on bicycle, or by car).
- d. Dispatchers shall not utilize NEU officers for routine calls for service in a manner which will unnecessarily detract from their regular duties and responsibilities within their respective areas of assignment.

52. Dispatching Sergeants on Calls:

- a. Sergeants are not normally dispatched on calls, except when there are not enough patrol units available to cover necessary calls.
- b. Sergeants shall respond to calls when dispatched.
- c. When a sergeant is out of service and a call is dispatched that requires a supervisor's response, the dispatcher shall notify the nearest in-service sergeant.

53. Dispatching Traffic Safety Units on Calls:

- a. The primary task of the Traffic Safety Units is enforcement of the Vehicle and Traffic Law.
- b. If Traffic Safety Units are needed to respond to calls, they shall be utilized, but this should be limited to emergency calls and/or calls for service that need to be dispatched immediately.
- c. Calls on Interstate highways (I-90, I-787, etc.) may be handled by a Traffic Safety Unit.
- d. In cases involving fatal motor vehicle crashes, life threatening personal injury crashes or a department vehicle crash, a Traffic Safety Unit shall be utilized, if available.

- i. If a patrol unit is first dispatched, the patrol unit should notify

their supervisor, who in turn shall request a Traffic Safety Unit, if necessary.

54. Dispatching K-9 Units on Calls:

- a. K-9 Units shall be assigned operationally to South Station Patrol.
 - i. K-9 Units shall be a city wide resource for any K-9 related calls, such as burglar alarms, or other calls for service, as deemed appropriate by a supervisor.
 - ii. K-9 Units will assist South Station with any and all calls for service.
 - iii. They may be assigned as a primary or secondary unit.
 - iv. They may be assigned to a patrol zone if so directed by a supervisor.

55. Dispatching Mounted Patrol Units on Calls:

- a. Mounted Patrol Units are utilized throughout the City. They are also utilized for special events and crowd control, when needed.
- b. The Mounted Patrol Unit can also be utilized for:
 - i. General patrol;
 - ii. Traffic control;
 - iii. Issuance of parking tickets;
 - iv. Backup unit for traffic stops;
 - v. Street interviews and arrests; and
 - vi. Community relations events.
- c. Since the horses should not be left unattended on calls, except during extreme emergencies, mounted officers should not be used on calls which shall separate them from their mount.
- d. The Mounted Patrol Unit does not have the capability of carrying report forms and does not have normal access to a computer, but may take reports if forms are delivered to them. However, it is most feasible to assign a unit more readily capable of completing necessary paperwork.

56. Incident Numbers Assigned for Reports:

- a. Field personnel may request incident numbers from the dispatcher.
- b. All personnel are reminded that all radio transmissions should be kept to a minimum to reduce unnecessary radio congestion.

57. Incident Numbers on Field Initiated Calls:

- a. If field personnel initiate a call, all information shall be entered into CAD as completely as possible.
 - i. The plate number (including state if necessary) and other pertinent information should be entered into the format/notes field for future reference.

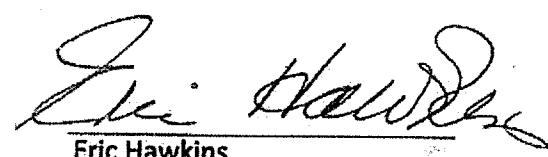
II. SPECIAL SERVICES

A. Capital District Psychiatric Center (CDPC) Suicide Prevention Hotline

1. CDPC maintains a suicide prevention "Hotline". Through this facility, people can call trained personnel when they are feeling depressed to the point of contemplating suicide. This service is also used by, and available to, family members of suicidal persons.
2. Employees at CDPC attempt to ascertain all pertinent information in reference to the suicide threat, such as:
 - a. Name of individual;
 - b. Location that individual is calling from;
 - c. Call back number, if possible;
 - d. The general tone of the caller's voice (anxious, sleepy, intoxicated, belligerent, etc.);
 - e. The method that the person is using to follow through on their threat (sleeping pills, drugs, jumping, weapons, etc.);
 - f. If any weapons are involved; and
 - g. Any local family member who might be contacted.
3. After the receiving person obtains this information they will contact the Communications Center.
4. Communications personnel shall collect all information given, and relay the same to the field units when dispatching the call.
5. These calls shall be dispatched as soon as possible and a street supervisor shall be notified.
6. In cases where a weapon is involved, the air shall be kept clear of any unrelated transmissions, except for any emergencies, until the situation has been resolved.

B. Use of Lifeline Service:

1. This program is utilized by people who are housebound.
2. The alarm is activated by a push button on the phone or one worn on their person and an audible alarm is sounded at the answering service.
3. The answering service then calls the Police/Fire Department and the call is handled and responded to as an EMS call. Another function of this program is:
 - a. When a person does not receive or make any telephone calls on their telephone, an "inactive" alarm will be received by the answering service.
 - b. In this case, the answering service will call the Police/Fire Department and report the inactive alarm. A police unit and EMS will be dispatched to check on the welfare of the individual involved. Any other service needed at that time will be rendered and the answering service will be notified as to the status of the individual.



Eric Hawkins

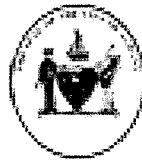
Chief of Police



ALBANY, NEW YORK

POLICE DEPARTMENT

165 HENRY JOHNSON BOULEVARD
ALBANY, NEW YORK 12210



Bomb Threat Response Sheet

YOUR NAME _____ LOCATION _____ DATE _____

EXACT WORDS OF CALLER _____

TIME _____ EXT # _____ PERSON CALLER REQUESTED _____

I SAID: _____

WHEN will it explode? (record exact words) _____

WHERE is it? (record exact words) _____

WHAT does it look like? (record exact words) _____

OTHER STATEMENTS (record exact words) _____

WHO is the caller?

NAME _____ ADDRESS _____

PHONE NUMBER _____ ORGANIZATION _____

SEX _____ AGE _____

VOICE: Fast _____ Slow _____ Stutter _____ Distinct _____ Disguised _____

LANGUAGE: Educated _____ Simple _____ International _____ Foul _____

VOICE TONE: Loud _____ Soft _____ Harsh _____

SPEECH: Accent _____ Local _____ Impediment _____

MANNER: Calm _____ Angry _____ Emotional _____ Laughing _____ Deliberate _____

The voice was _____ was not _____ familiar to me.

BACKGROUND SOUNDS _____

NOTIFIED:

Company _____ Police _____

Others _____ Fire _____

SIGNED:

NAME _____ DATE _____ TIME _____