

ERIE COUNTY  
DEPARTMENT OF CENTRAL POLICE SERVICES  
9-1-1  
MANUAL OF PROCEDURES

68245

ERIE COUNTY DEPARTMENT OF CENTRAL POLICE SERVICES

9-1-1

MANUAL OF PROCEDURES

Erie County Dept. of Central Police Services  
1 Computer Park - 3rd Floor  
Buffalo, New York 14203

5.0 CENTRAL POLICE SERVICES COMMUNICATIONS DIVISION

5.5.1 INTRODUCTION TO THE 911 BUREAU

The Central Police Services Communications Division provides 911 Emergency Telephone Services to the citizens of Erie County who access the New York Bell Telephone System in all telephone exchanges beginning with "8" and the 643, 644, and 645 exchanges. These exchanges provide complete coverage to the City of Buffalo, the City of Lackawanna, the Village of Kenmore, the Village of Sloan and the Village of Blasdell, and portions of the Town of Tonawanda, Town of Amherst, Town of Cheektowaga, Town of West Seneca, Town of Orchard Park and Town of Hamburg.

Information and requests for police services for these jurisdictions outside the City of Buffalo are transferred to the appropriate police dispatcher. Information and requests for Fire and Rescue Squad services in these areas are transferred to the appropriate suburban Fire Alarm Office or the Buffalo Fire Department which has the capability of operations on the County-wide Fire Radio System.

Calls received for the Buffalo Police Department from areas within the City of Buffalo are forwarded by conveyor belt to the Buffalo Police Department dispatcher. Calls for Fire and Rescue Squad Services within the City are transferred to the Buffalo Fire Alarm Office. Calls for Ambulance Service within the City are transferred to the Buffalo Fire Alarm Office for a determination of the need for a rescue squad, with follow-up notification to the Buffalo Ambulance Dispatch Unit by the Buffalo Fire Dispatcher. Calls for ambulance transportation only are transferred directly to the Ambulance Dispatch Unit at Delaware Park.

5.0 CENTRAL POLICE SERVICES COMMUNICATIONS DIVISION

5.5.2 MISSION

The mission of the 911 Emergency Control Center is to accept telephone requests for emergency services for all Public Safety Agencies within the service area of the Center, and relay, transfer, or forward such requests to the Public Safety Agency concerned, without requiring the caller to re-dial another telephone number. The Center serves as the complaint desk for the Buffalo Police Department. It also is a primary route of access for callers requesting the services of the Buffalo Fire Department and the Buffalo Ambulance Dispatch and Inspection Unit.

5.5.3 POLICY

It shall be the policy of Central Police Services Communications Division to provide fast, efficient 911 emergency telephone reporting services to the citizens of Erie County and the police and other public safety agencies served by the system.

5.5.4 STAFF

In addition to the Director, the Communications Division has a staff of one Communications Coordinator, three Senior Complaint Writers and thirty-three Complaint Writers whose function it is to accept, forward, and process emergency telephone traffic received at the 911 Emergency Control Center.

5.5.5 GENERAL RESPONSIBILITIES (911)

The 911 Emergency Control Center's responsibility to all agencies served shall include the acceptance, processing, and transferring or

otherwise forwarding to the appropriate agency, all incoming emergency telephone traffic. It includes, but is not limited to:

1. Elimination of duplicate calls after proper verification.
2. Recording all incoming and outgoing emergency telephone traffic and all radio channels of the Buffalo Police Department on multi-channel tape logging equipment.
3. Transferring at all times when conditions and work load allows, incoming telephone traffic to the proper agency to determine incident location and detail, and required response.  
(Note: All fire and rescue calls within the City of Buffalo shall be transferred to the Buffalo Fire Dept.)
4. Forwarding any information concerning the apparent need for emergency services or conditions affecting the operation of a Public Safety Agency.
5. Processing incoming emergency requests or complaints to include recording the time of receipt, street, and incident coding of complaint cards, and where required, the forwarding of complaint desk numbers assigned to incidents.
6. To provide back-up access to computerized information files to authorized personnel of all police departments.
7. To provide supervised access and assistance to authorized personnel to retrieve recorded material from the tape logging reproducer system.
8. To provide within the limits of available funds, additional services to the public requiring access to Public Safety

Agencies, such as equipment and facilities to participate in the "Teletype for the Deaf Network".

Except in emergency situations, administrative calls or requests for information only received on 911 trunks will not be transferred to agencies in the system. These callers will be referred to the proper agency and advised to dial that agency's administrative telephone number.

Information from computer files will be provided to authorized police personnel only in accordance with established procedures designed to conform to privacy and security regulations. Requests for computerized information will not be accepted or provided on 911 trunks. All police departments in the county have been notified of the access route and procedures to obtain computer information from the Center.

#### 5.5.6 RESPONSIBILITIES OF AGENCIES SERVED BY THE SYSTEM

1. Upon transfer of an incoming call or the relay of available information concerning a complaint or request for services, or information concerning the possible need of assistance, the appropriate agency shall be responsible for the decision to provide that service, and the priority and method of response.
2. To advise and recommend, within the limits of manpower and facilities available to the 911 Center, procedures and methods which will improve the service to the public and reduce the response time to requests for service.
3. To complete the interrogation of a transferred caller as quickly

as possible and release the 911 trunk, allowing receipt of the next incoming call.

Experience has shown that in some cases, upon advising a caller to stay on the line and he will be transferred to the appropriate agency; or after quickly giving the basic details of an incident, the caller hangs up. Complaint Writing personnel attempt to obtain the location and nature of the call prior to transfer as insurance against a "lost call". In those cases where a caller hangs up, the 911 Center can only forward the available information to the appropriate agency for disposition.





POLICE DISPATCHERS AND AREAS SERVED Con't.

<u>POLICE DISPATCHER</u>	<u>AREA SERVED</u>	<u>TRANSFER NUMBER</u>	<u>TELEPHONE #</u>
C/Lockport	C/Lockport		433-6711
C/Niagara Falls	C/Niagara Falls		1-278-3120
C/North Tonawanda	C/North Tonawanda		692-3535
C/Silver Creek	C/Silver Creek		1-934-2112
T/Wheatfield	Niagara County Sheriff (Lockport)		693-9448

FIRE DISPATCHERS AND AREAS SERVED

<u>FIRE AND RESCUE* DISPATCHERS</u>	<u>AREAS SERVED</u>	<u>TRANSFER NUMBER</u>	<u>TELEPHONE NUMBER</u>
T/Amherst Fire Alarm Office	V/Akron T/Amherst T/Clarence T/Newstead V/Williamsville	865	632-3311
T/Cheektowaga Fire Alarm Office	T/Cheektowaga V/Sloan	868	685-1212
East Aurora Fire Alarm Office	T/Aurora V/East Aurora T/Elma T/Holland T/Marilla T/Wales		
T/Evang Fire Alarm Office	V/Angola T/Brant T/Eden (T/Eden Rescue - 992-3220) T/Evans V. Farnham		549-1111
T/Hamburg Fire Alarm Office	V/Blasdell T/Colden T/Boston T/Hamburg V/Hamburg	873	648-5111
Helmuth Fire Alarm Office	T/Collins V/Gowanda T/North Collins V/North Collins		532-3131
V/Kenmore Fire Alarm Office	T/GRAND ISLAND V/Kenmore	861	875-3000
C/Lackawanna Fire Department	C/Lackawanna	872	823-0211

Rescue telephone numbers are the same as Fire telephone numbers unless otherwise stated.

FIRE DISPATCHERS AND AREAS SERVED

Con't.

<u>FIRE AND RESCUE* DISPATCHERS</u>	<u>AREAS SERVED</u>	<u>TRANSFER NUMBER</u>	<u>TELEPHONE NUMBER</u>
Lancaster Fire Alarm Office	T/Alden V/Alden V/Depew T/Lancaster V/Lancaster		683-2800
Niagara County Fire Alarm Office (Lockport)	T/Wheatfield (Niagara County)		1-433-4482
C/Niagara Falls Fire Department	C/Niagara Falls		
C/North Tonawanda Fire Department	C/North Tonawanda		693-2222
T/Orchard Park Fire Dispatcher	T/Orchard Park	874	662-4444
Springville Fire Alarm Office	T/Concord T/Sardinia V/Springville		
C/Tonawanda Fire Department	C/Tonawanda		692-2116
T/Tonawanda Fire Alarm Office (T/Tonawanda <u>Police</u> handle rescue calls)	T/Tonawanda	863	876-1212
T/West Seneca Fire Alarm Office	T/West Seneca	870	675-1333

Rescue telephone numbers are the same as Fire telephone numbers unless otherwise stated.

## HOSPITALS

BUFFALO COLUMBUS 300 Niagara	0300-1132	845-4300
BUFFALO GENERAL 100 High	0100-0774	845-5600
BUFFALO STATE 400 Forest	0400-0613	885-2261
CHILDRENS 219 Bryant	0219-0186	878-7000
DEACONESS 1001 Humboldt Parkway	1001-0815	886-4400
DEGRAFF HOSPITAL 445 Tremont (N. Ton)		694-4500
EMERGENCY 108 Pine Street	0108-1265	854-4850
KENMORE MERCY 2950 Elmwood Ave. (Ken.)		877-5000
LAFAYETTE GENERAL 113 Lafayette Ave.	0113-0911	885-8900
LAKE SHORE HOSPITAL Routes 5 & 20 (Irving)		549-0620
LINWOOD BRYANT HOSPITAL 237 Linwood (Bflo)	0237-0966	886-8200
MERCY 565 Abbott Rd. (S. Bflo)	0565-0002	826-7000
MEYER ED. J. MEMORIAL 462 Grider	0462-0700	894-1212
MILLARD FILLMORE 3 Gates Circle	0003-0645	845-4600
MILLARD FILLMORE SUBURBAN 1540 Maple Rd. (Williamsville)		688-3100
OUR LADY OF VICTORY 55 Melryl		825-8000
POISION CONTROL CENTER Children's Hospital		878-7000

HOSPITALS

ROSWELL PARK ----- 666 Elmwood Ave.	0666-0553 -----	843-2308
ST. FRANCIS ----- 2787 Main	2787-1000 -----	837-4200
ST. JOSEPH INTERCOMMUNITY ----- 2605 Harlem Rd. (Cheek.)	-----	896-6300
SHERIDAN PARK HOSPITAL ----- 300 Two Mile Creek Rd. (T/Ton.)	-----	877-8300
SISTERS OF CHARITY ----- 2157 Main	2157-1000 -----	862-2000
VETERANS ADMINISTRATION ----- 3495 Bailey	3450-0080 -----	834-9200

5.5.10

AMBULANCE SERVICES

*GOLD CROSS ----- 3697 Delaware	-----	873-4567
*LASALLE ----- 1609 Main Street	-----	882-8400
*MEMORIAL ----- 220 Crescent Avenue	-----	832-8223

\* If No Answer or Line Is Busy Call 853-6650

5.5.11

MEDICAL EXAMINER - MORGUE

Medical Examiner's Office ----- 462 Grider Street	-----	895-6958
Morgue ----- 462 Grider Street	-----	895-6858

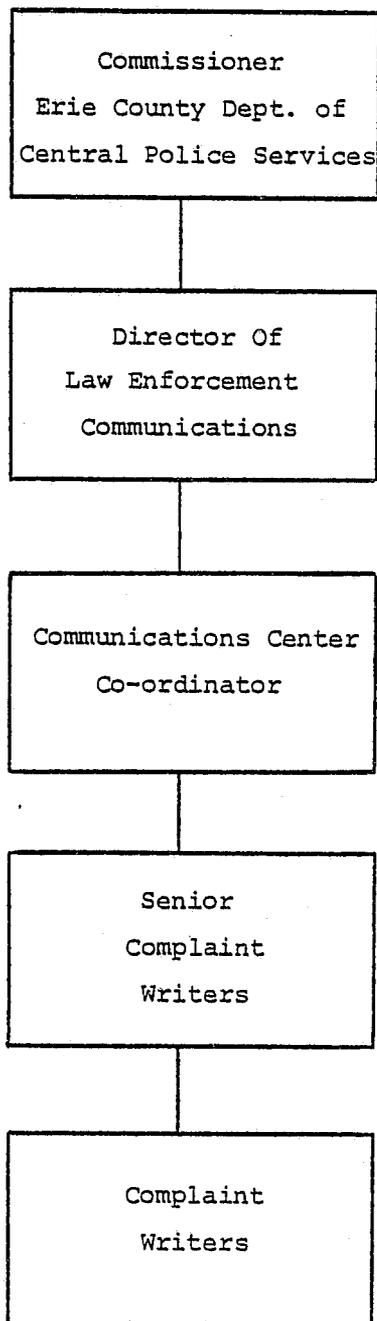
5.6

SECTION A

5.6.1

TABLE OF ORGANIZATION

ERIE COUNTY 911 EMERGENCY CONTROL CENTER



5.6.2

## COMMUNICATIONS DIVISION RULES AND REGULATIONS

5.6.3

### INTRODUCTION

- A. Rules and regulations are necessary in order to control, direct, guide, and manage the activities of one or more individuals in the execution of their duties, assignments, or behavior, and to achieve the goals of the organization.
- B. Communications Division rules and regulations, listed herein, directly affect you as an employee. These are of extreme importance to you, because failure to comply with them can result in a reprimand, verbal or written, suspension without pay, and in some cases, dismissal as an employee.
- C. These rules and regulations are intended as a means of regulating specific areas, whereby you, as an important part of the Communications Division, will be fully aware of exactly what is expected of you. Observance of these rules will provide benefits to the public and agencies served by maintaining a high level of service and to individual employees by achieving professionalism in their field.
- D. Personnel assigned to the 911 Emergency Control Center will be employees of the Erie County Department of Central Police Services under the general supervision of the Director of Law Enforcement Communications.

- E. Direct supervision will be performed by a Senior Complaint Writer during each tour of duty.
- F. Instructions and orders given by the supervising Senior Complaint Writer shall be deemed to be instructions and orders from the Director of Law Enforcement Communications.
- G. Senior Complaint Writers and Complaint Writers will work assigned shifts designed to provide service on a 24 hour, 7 day a week basis.
- H. Employees will perform assigned duties in a diligent manner and will seek advice and assistance, when required, from supervisory personnel.
- I. Employees will conduct all contacts with the public and other public safety agencies in a courteous and helpful manner. All duties will be performed in a manner as to best project an image of public service by the Public Safety Agencies they represent and the Department of Central Police Services.
- J. All employees will work cooperatively, to perform the duties required to maintain an efficient Emergency Telephone Communications Center.

5.6.4

GENERAL

- A. Rules and Regulations for the Employee
  - 1. Personal Appearance:  
On duty employees will observe established dress and personal grooming requirements in accordance with the

standards of the Division. On duty employees will wear and properly display the identification card/ name plate at all times. Employees shall not appear for duty with extreme or artificial embellishments to their appearance, particularly in hair, mustaches, or sideburns.

2. Males:

a. Dress: White dress shirt, dark blue or black dress trousers, four in hand black fabric tie, and black dress shoes.

During summer months the tie may be omitted if a short sleeve white dress shirt is worn.

b. Hair: Hair shall be neat and well trimmed. It shall not extend over the collar line, or any part of the ear.

c. Beards and Mustaches: The face will be clean shaven, except that mustaches may be worn. If worn, mustaches must be neat and well trimmed. They shall not be of exaggerated length, nor extended below the corners of the mouth.

d. Sideburns: Sideburns shall be neat and well trimmed. They shall not extend below the bottom of the ear lobe. They shall be squared off, and not flared or tapered to a point, nor connected to the mustache.

3. Female:

a. Dress: Plain white blouse, dark blue or black slacks or skirt, black shoes.

4. The dress and grooming ~~code~~ will be observed on all tours of duty by all employees. Clogs, blue jeans, and other forms of casual wear are not acceptable.

5.6.5 Demeanor

- A. Employees will be alert and cognizant of their position at all times.
- B. All in-person and telephone contacts with personnel of any Police Department, Fire Department, or other agency, individual, or group will be conducted in a manner projecting courtesy, interest and dedication, and an image of public service at all times. Difficulties with any individual, group, or agency should be referred to the attention of your supervisor.
- C. Verbal abuse of the public or personnel of other agencies over the 911 telephone system is expressly prohibited under all circumstances regardless of reason or provocation. Abusive calls from the public, once a determination is made that no basis for police or other public safety agency response exists, may be terminated.

5.6.6 ATTENDANCE AND PUNCTUALITY

A. Time Sheets:

- 1. Daily time sheets are used as a basis for payroll preparation and will accurately reflect a true record of the employee's

activities for each tour of duty. In no event will pre-timed entries be made on time sheets. The supervising Senior Complaint Writer will date and certify the time and attendance sheet for each tour of duty.

B. Illness:

1. Personnel reporting on sick leave will report the fact to the designated supervisor in accordance with the Personnel Department memo of 10/6/76 at least four (4) hours prior to the beginning of the shift if possible or no later than one (1) hour prior to the beginning of the shift in any event.
2. Upon reporting off sick, employees will be carried on the payroll as sick until actually reporting back for duty.
3. Five (5) consecutive days of illness will automatically require a medical certificate signed by a physician. A doctors certificate may be required for periods of less than five days if requested by supervisory personnel.
4. When returning to duty, employees are responsible for filing a signed sick leave form during their first tour of duty after returning to work.
5. Abuse of sick leave privilege whether paid or unpaid, shall be grounds for disciplinary action.
6. The rules governing sick leave shall be those enumerated in the Personnel Department memo of 10/6/76, or latest revision, and shall take precedent over any rules listed

or omitted in this manual.

C. Absences from the 911 Center:

1. To insure adequate coverage of the Emergency Telephone System at all times, all personnel will advise their immediate supervisor immediately prior to leaving the 911 Center for any reason during their tour of duty, including pre-scheduled lunch and break periods.
2. In no event will employees leave the telephone system understaffed. Employees will advise their supervisor immediately prior to leaving the center at the end of their shift. Employees will not leave the center prior to the normal end of tour time, 7:30 a.m., 3:30 p.m. and 11:30 p.m. Employees are required to be in the 911 Center and available for duty at all times during their shift except for authorized lunch and break periods or when authorized otherwise by their supervisor. Breaks and lunch periods may not be taken during the first or last hour of the shift. Absences from the 911 Center on official business will be documented on the Time and Attendance (T. & A.) sheet, including times of departure and return, destination and brief explanation of business.

D. Punctuality:

1. Employees will report for duty at their designated hour in the 911 Center.
2. If an employee is not in the Center at the time designated as the beginning of his shift, he will be considered late for work and a notation including time of arrival will be

made on the time sheet by the supervisor.

3. Whenever possible, an employee anticipating being late due to unavoidable circumstances will report same to the 911 supervisor by telephone.
4. In addition to a loss of pay resulting from reporting to work late, repeated abuse shall be grounds for disciplinary action.

5.6.7 ATTENTION TO DUTY

A. Reading on Duty:

Reading or studying on duty is prohibited unless the material directly pertains to the job function.

B. Entertainment Equipment:

Radios, television sets, and other types of entertainment equipment are forbidden in the 911 Center.

C. Telephone Calls:

1. No emergency telephone instrument or line, or dedicated telephone and line provided for a 911 function will be used for personal telephone conversations except in emergency situations with express consent of the shift supervisor on each occasion.

2. All outgoing toll calls required due to 911 functions shall be documented on the standard forms provided, with all required information, and forwarded to the Director of Law Enforcement Communications.

D. Profanity:

Profanity and obscenity in the 911 Center are prohibited.

E. Loitering:

1. Loitering of unauthorized persons in the 911 Center is

prohibited.

2. When on duty, employees will be at their assigned work position. When the work load of one function permits, employees will assist with other functions to cooperatively perform all functions of the Center. The responsibility for full performance of all Center functions on a cooperative basis rests with each employee, not only those assigned a particular duty.

#### 5.6.8 ABUSE OF FACILITIES

- A. Abuse of any furniture, telephone, tape recording or any other type of equipment, or abuse or misuse of supplies, reference books, or materials is prohibited.

#### 5.6.9 COMPUTER INFORMATION

- A. Information from the DMV and Empire Computer Systems will not be given to the general public or unauthorized persons. All computer information will be released only in accordance with established procedures. Computer system information will not be given over 911 lines.
- B. DMV terminal and warrant file information will be supplied to other agencies over the dedicated telephone and line provided for that purpose.
- C. On any occasion where uncertainty exists concerning the release of computer information, refer the call to the shift supervisor.

#### 5.6.10 FORMS

- A. Sick Leave:

Sick leave forms will be signed and forwarded to the administrative

offices on the first day of return to duty.

B. Leave Forms:

Request forms for all other types of leave, including compensatory time, personal leave days, vacation leave and leave without pay will be forwarded through the shift supervisor at least three (3) days in advance, except in emergency situations. All leave requests, including emergency leaves, require approval prior to taking the leave.

C. Vacations and Personal Leave Days:

Vacations and personal leave days will be granted for the times requested if possible, after consideration of work-load and manpower requirements. Due to the emergency service type of operation, only a limited number of employees may be on leave at the same time. Due to the large number of employees with identical seniority, conflicts due to manpower requirements and simultaneous leave requests from employees with identical seniority will be resolved by mutual agreement between the applicants or a drawing to determine precedence.

5.6.11 LUNCH AND REST BREAKS

A. Lunch Break:

Lunch periods shall be limited to 60 minutes duration. This 60 minutes is included in the normal 8 hour work shift. Due to the continuous, emergency type operations required in the 911 Center, the shift supervisor will assign lunch periods in accordance with available manpower and work load. Lunch breaks may not be taken during the first or last hour of the tour of duty.

B. Rest Breaks:

Employees are entitled to one 15 minute break during each half shift. Break periods may not be used to report late for work or leave before the end of the shift.

- C. During periods of emergency situations, the 60 minute lunch break is subject to change at the direction of the shift supervisor. If required, due to the emergency, continuous operation of the 911 Center, lunch breaks may be discontinued, with compensation as provided by Article 11.3 of the Agreement between the County of Erie and the Employee Bargaining Unit.

5.6.12 CORRESPONDENCE

- A. 911 Center personnel shall make no direct written communications to individuals or agencies, public or private, pertaining to matters concerning "911" or Central Police Services unless forwarded through the office of the Commissioner of Central Police Services and directed to the attention of the Director of Communications, with a cover letter requesting approval and forwarding.
- B. 911 Center personnel shall make no direct personal contact representing "911" or Central Police Services on matters pertaining to "911" unless specifically authorized by the Commissioner of Central Police Services through the Director of Communications.

5.6.13 CHANGES IN WORK SCHEDULES

- A. Senior Complaint Writers shall prepare a copy of the work schedule for all members of their platoon no later than each Wednesday for the succeeding week. The work schedule shall in-

dicade days off (WV) and tours of duty for all 911 employees.

- B. A copy of this work schedule shall be posted on the bulletin board for reference purposes by 911 personnel.
- C. Changes in this posted work schedule shall be made only by the Coordinator or Senior Complaint Writer with all such changes initialed by the Supervisor making the changes.
- D. Except in emergency situations approved by the Director of Communications, or, during the absence of the Director, by the Coordinator or Senior Complaint Writer under fully justified circumstances, changes in this schedule shall be made only for absences due to illness, or requests for leave received and approved by the Director three (3) days in advance.
- E. Details of changes made by a Supervisor shall be transmitted by the Supervisor as soon as possible to the Director, or administrative personnel responsible for payroll preparation. (846-6365)  
Such notification shall be by telephone and/or memo and include justifications for changes indicated by the Supervisor.

#### 5.6.14 END OF SHIFT DISMISSALS

Senior Complaint Writers shall not dismiss Complaint Writers at the end of a tour of duty until properly relieved by the succeeding platoon.

Senior Complaint Writers shall ensure proper coverage of all 911 Center functions at all times, including lunch and break periods and the end of a tour of duty.

5.6.15 NEWS MEDIA CALLS AND INQUIRIES

1. All calls from the news media will be treated in a courteous and helpful manner.
2. Upon inquiry from the news media concerning details of any incident, the complaint writer will refer the caller to the Shift Supervisor or Communications Center Coordinator who will advise the caller to contact the affected agency for further information.

5.7 SECTION B - PERSONNEL RESPONSIBILITIES

5.7.1 SENIOR COMPLAINT WRITER

The Senior Complaint Writer will command the 911 center complaint writing section during his tour of duty. He will direct all functions of the section during his tour of duty and he will be accountable for his decisions, his actions, and the performance of his subordinates. He will direct the proper and efficient use and care of all equipment entrusted to his care and shall be constantly aware of the goal to provide the highest level of service to the public and the police, fire, ambulance and other public safety agencies we serve. To this end he shall devote his time, attention, and his ability.

General Responsibilities:

He will ensure that all orders and procedures of the Department applicable to the operations of the complaint writing section are implemented at his level. He will carry out orders and policies as set forth by his superiors, as they apply. He will lead, direct, and command personnel under his direct supervision to attain and maintain the goal of dedicated, professional service to the public and public safety agencies served. He will recognize that the 911 Emergency Control Center enjoys a unique position of service within the Department of Central Police Services and will make a major contribution to the general reputation of the Department. He will motivate his subordinates at the answering positions, that, by their treatment of the individual calling for police, fire, or other public safety assistance, and their in-person and telephone contacts with other agencies, they will enhance our image.

He must remember that the average citizen will make only a limited number of such calls during his life time, and he attaches a great amount of importance to his call, and he is to receive courteous and efficient service and the feeling that his call is the most important and will be expeditiously handled.

He must also remember that the successful development of his organization is dependent upon the relationships developed with all other public safety agencies served and the establishment of an image of professionalism and dedicated service.

### 5.7.2 COMPLAINT WRITER

The Complaint Writer has a trying and important job to perform. He is exposed to a wide range of calls, from nuisance and crank calls, to legitimate requests for emergency police, fire, ambulance or other public safety services.

To a person in trouble, he is the voice of the various Public Safety Agencies with the expertise and capability of providing assistance during a time of need. His courtesy, interest, understanding, and degree of assistance establish the image and reputation of those agencies in the citizens mind.

To a large extent, he sets the quality of response by the Public Safety Agencies involved.

He makes two basic decisions:

Is this a police, fire or other public safety matter, and if so, should it be handled in a routine or emergency manner. A wrong decision on his part may permit a crime to go without investigation or too late for effective action; may inappropriately assign police units to complaints not requiring police response; or may delay fire or emergency medical assistance to persons facing a threat to life or property.

## SECTION C

### 5.8 TELEPHONE TECHNIQUES AND PROCEDURES

#### 5.8.1 INTRODUCTION

- A. The telephone is the most available and, therefore, the most important means of access the citizen has of obtaining the services of the 911 Emergency Control Center. It is the primary link between professional and non-professional communications.
- B. When you answer a call, you are about to meet someone, to engage in a conversation as important as a face-to-face visit, and you are Central Police Services.

#### 5.8.2 TECHNIQUES

- A. Answer Promptly.  
Answer each call as if it were an emergency. Place yourself in the position of one who may be ill or suffering from fear or panic. Every ring for that person is an eternity.
- B. Identify yourself and your department. Answer each call "911" (Name).  
This insures the caller that he has placed his call properly and calms the party who may require assistance. Ask "Is This In The City Of Buffalo?" and determine municipality on every call.
- C. Speak directly toward the mouth piece. This insures that you will be properly understood and will not waste time repeating questions. Speak in a normal tone. Do not shout. Don't swallow your words.
- D. Observe Telephone Courtesy.  
A calm, competent, decisive voice that is courteous will never antagonize the caller.

E. Take charge of the conversation. After the initial exchange, and you sense the need of the calling party, cut off superfluous wordage by leading the call into meaningful content by asking questions as to what, where, when and who. Be courteous, but firm. Always exercise control and ask the questions.

F. Take All Information.

Write it down on the card. Never leave anything to memory.

G. Avoid jargon or slang. Use good English.

H. Show Interest.

The person calling has need for either assistance or information and to him this call is the most important you will receive.

I. Use Caller's Name.

It makes him feel you have a personal interest in his call.

J. Try to visualize the caller. The telephone is an impersonal thing and we may tend to be curt, less courteous, or lose our temper easier than if we were meeting the caller in person.

K. Terminate calls positively and courteously.

### 5.8.3 PROCEDURES

A. Complaint Positions Policy

1. It is essential that all incoming calls be handled as quickly and courteously as possible. A delay at this point could result in serious consequences.

2. The 911 Center desk receives the bulk of all incoming calls to the Buffalo Police Department, Buffalo Fire Department and Buffalo

Ambulance Dispatch Unit. These incoming calls are handled by Complaint Writers in one of four ways:

- a. Card forwarded to Buffalo Police Dispatcher.
  - b. Transfer of call (or number given).
  - c. Relay of information.
  - d. Advice given.
3. The most important duty of a Complaint Writer is handling of calls that require immediate action. The Complaint Writer has the responsibility of determining the urgency of the situation (on calls pertaining to the Buffalo Police Department), the method of handling the call (emergency or routine), what information is necessary for the appropriate agency to take action on the call, and the notifications, if any, that are necessary in connection with the calls.
4. Requests for advice can usually be referred to persons qualified to give advice on a particular subject matter. In many cases, the appropriate "advice" should be merely a recommendation to consult a qualified person, such as an attorney, or public or private agency. (Never refer a person to a specific attorney, bondsman, or business).
5. Advice given to callers can be a time consuming activity on the complaint desk, and every effort must be made to keep this to an absolute minimum.
6. The giving of detailed advice is not a responsibility of Complaint Writers and, in most cases, calls requiring detailed advice should be referred to the proper agency. You are not a doctor, marriage

counselor, etc.

7. Do Not attempt to solve problems. Either forward a complaint card, transfer call, or refer call to proper agency. Remember, you are not on the scene and have no knowledge of the true situation.
8. Advise when you leave your position. Let your co-workers know of your whereabouts when leaving.
9. Don't wander around the 911 Center leaving your position unattended. This places a definite burden on the other Complaint Writers and delays response to emergency calls.

#### 5.8.4 EVALUATION OF CALLS

- A. Every call must be evaluated. A calm caller does not always indicate a routine call, and many callers who believe themselves familiar with police or fire terminology may give the wrong impression of the type of service needed. Others may be very excited and upset over a relatively minor problem. Sufficient time must be taken to ascertain the exact nature of the call and its urgency, so that no emergency call is dispatched as a "routine call" or other type call that the dispatcher might hold because of its seemingly low priority classification.

#### 5.8.5 ACCURACY AND BREVITY

- A. Although sufficient time must be taken to properly evaluate each call, the overall conversation must be kept to a minimum, or the function of the 911 Emergency Control Center is defeated. The problem is particularly acute when the work load is heavy. Sufficient time must be taken on each

call to avoid confusion or incorrect addresses due to duplicate or similar sounding street names; to obtain all important information necessary to service the call or alert Police Officers and Fire Fighters of potentially dangerous situations, and to complete the complaint card in a correct and legible manner.

- B. There is a definite responsibility on the part of the Complaint Writer to be constantly alert to the incoming call load and to efficiently utilize time to accurately receive and record all necessary information.
- C. It is very important that the information recorded on the card be accurate and adequate to eliminate needless call backs from the dispatcher to the complaint desk and "standby" to units. To facilitate receiving the exact location of calls, you must determine municipality, street address, and indicate on the card if address is an apartment, rear house, apartment number, etc. (Always repeat the address to the caller for verification). If necessary, ask the caller for the spelling of the street name or the name of the nearest cross street. Determine municipality by asking "Is This In The City Of Buffalo?" . If a determination of the municipality can not be made, notify all possible jurisdictions after consulting reference materials.
- D. List any information on the card that will assist the officer, especially if an individual is armed, has a weapon of any type, is drunk, suspected of being on narcotics, description of suspects, etc. Provide sufficient information to alert responding field forces to the type and degree of incident they may encounter. Provide follow-up information as soon as it becomes available.

5.8.6 COURTESY

- A. Courtesy Must be extended to everyone who calls the 911 Center. There may be occasions when firmness or even abruptness is necessary, but this can be accomplished in a civil, business-like manner, which is acceptable. (Do not display aggravation by tone of voice).
- B. A courteous method of eliminating the necessity for a prolonged conversation with a complainant may be to state "this is an emergency line and I have other calls waiting, please excuse me".
- C. Being courteous is a definite advantage in most cases and makes work easier, however, it entails more than merely what is said.
- D. Attitude plays an important part. How often have you heard the remark "it isn't what he said, it's the way he said it". A Complaint Writer whose voice is loud or harsh, must be doubly careful in telephone contact. A harsh verbal contact, without visible facial expression, can very easily be interpreted wrongly. A direct, courteous approach will usually result in a courteous response.
- E. It is the direct responsibility of the individual Complaint Writer to handle his particular calls as his judgment dictates, however, he must constantly be mindful of his principle responsibility; the efficient and accurate handling of calls in a minimum period of time.

5,8.7 COOPERATION

- A. Each complaint position has certain additional duties required of the person assigned to the position, therefore, it is mandatory that each person extend his complete cooperation in answering incoming calls. Do Not ignore incoming calls in the hope that someone, other than your-

self, will take the call. The public is entitled to the fastest service possible, and with cooperation of all concerned, this desired speed in administering to their needs can be accomplished.

5.8.8 PRIORITIES OF 911 CENTER FUNCTIONS

A. In general, the following priorities shall be observed by 911 Center personnel in performing the various functions of the Center:

1. Answering 9-1-1 and other emergency assistance lines such as the "Teletype For The Deaf", and transferring or relaying calls to the Police, Fire, and Emergency Medical Services.
2. Answering the DMV/Warrant file telephone and supplying requested data to police agencies.
3. Notification of complaint desk numbers to police precinct.
4. Incident and location coding of P-92 complaint cards.

5.8.9 GENERAL TELEPHONE INSTRUCTIONS AND FIELD SERVICE REQUESTS

5.8.10 GENERAL TELEPHONE INSTRUCTIONS

- A. All calls will be answered, "911       (Name)      . May I help you?"
- B. Speak slowly, distinctly and courteously. Avoid giving vent to your emotions.
- C. Expedite all emergency calls.
- D. There are four basic questions which should be asked in the following sequence:
  - 1. What is the problem? - Obtain this information first to determine agency jurisdiction.
  - 2. Where? "Is This In The City Of Buffalo?" The correct municipality must be determined on every case.
  - 3. Who is involved?
  - 4. When did it happen?
- E. Notify the shift supervisor of all major emergencies and unusual situations.
- F. When necessary, place all non-emergency calls on "hold".
- G. Requests for information not pertinent to a Public Safety Department should be quickly referred to the proper agency.
- H. Private inquiries concerning tag and subject checks will be denied.
- I. Unless an emergency, telephone calls of a personal nature will not be received at the complaint desk.
- J. Engaging in long telephone conversations or attempting to do investigative work by telephone is prohibited.

- K. Calls received from other municipalities in the system will be handled promptly and impartially.
- L. Home telephone numbers of personnel of Central Police Services will not be released. Relay the message for the employee concerned to contact the caller.
- M. 911 personnel will not recommend the names of attorneys, doctors, private investigators, or other professional tradesmen.

SECTION D

5.9 GENERAL COMPLAINT PROCEDURES

5.9.1 PROCEDURE FOR ANSWERING COMPLAINTS

- A. On all requests for police fire or ambulance service, information will be written directly on the P-92 complaint card. If a duplicate call, the duplicate card(s) shall be stapled to the original.
- B. On any call where a subject is involved, obtain the following information, after obtaining the nature and location (including municipality) of the incident, and the specific question "Is this in the City of Buffalo?" must be asked of every caller reporting an incident:
1. Determine if there are any injuries, if so notify proper agency.
  2. Is subject still on the scene?
  3. Full description of subject (see standard description of persons).
  4. Is subject armed? With what?
  5. Is subject known by complainant?
  6. Obtain any detailed information which may assist a patrol unit in apprehending the subject before they arrive at the scene.  
(Description of vehicle, route and direction of travel, etc.)
- C. Complaint Writers will not conduct investigations, or tie up 911 trunks, or special purpose telephones to follow up on incoming calls.<sup>1</sup> Transfer the caller, relay or forward the information to the proper police, fire or ambulance authority, or refer the caller to the proper agency.

1 - Except in those cases where additional information or clarification of previously received information is required by a police, fire, or emergency medical dispatcher to provide the required service.

- D. The street index guide will be consulted in each call to verify address and locality, determine proper agency and municipality, and precinct assignment if within the City of Buffalo.

Special precautions will be taken to insure correct street names, numbers, and municipality due to the duplication of street names and similar sounding street names. I.E.

Arnold Street - Buffalo, Arnold Place - Lackawanna

Reed Street - Reese Street

Fox Street - Box Street

Virginia Street - Virginia Place

Rohr - Roehrer

Repeat the street name, ask for spelling if necessary or ask for the nearest cross street.

#### 5.9.2 TELEPHONE TRACING PROCEDURE

- A. The following procedure is to be followed in emergency situations where a telephone trace is required:

1. Obtain the number of the telephone line carrying the incoming call.
2. Request a telephone trace by the Buffalo Police Lieutenant or Acting Lieutenant on duty as per B.P.D. Memo of 10-19-77 (See 911 Memo Book).

#### 5.9.3 PROCEDURE FOR BOMB THREAT CALLS

- A. Within the City of Buffalo

1. Notify Campus Security or other organization (school,

Revised 10/77

store, etc.), the precinct concerned, the Detective Bureau, the Detective Division involved, and the Buffalo Fire Department.

2. The Detective Bureau will notify the assistant Chief of Detectives on duty, and the Arson Squad, if available.
3. The assistant Chief of Detectives will notify the F.B.I.

B. Outside the City of Buffalo

1. Notify Campus Security or other organization, (school, store etc.) and the Police Department concerned.
2. Notify the Fire Control Office concerned.

C. FBI Bomb Threat Forms

Complete a form on each bomb threat received with as much of the information available to you.

Forward completed forms to the Buffalo Police Department - 911 Lieutenant on a daily basis.

See Page D3A for a copy of the form.

5.9.4 DOCUMENTATION OF FOLLOW-UP ACTIONS

1. Document all multiple agency notifications of "fake" calls, "no such address", or any unusual difficulties or efforts made to resolve difficulties with a particular call on the back of the original complaint card for future reference. Such information shall also be included in the report covering that tour of duty.



# FBI BOMB DATA PROGRAM

## BOMB THREAT CALL CHECKLIST

### QUESTIONS TO ASK:

### EXACT WORDING OF THE THREAT:

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

---

---

---

---

---

---

---

---

---

Sex of caller \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_ Length of call \_\_\_\_\_

### CALLER'S VOICE:

- |                                  |                                   |  |  |
|----------------------------------|-----------------------------------|--|--|
| <input type="checkbox"/> Calm    | <input type="checkbox"/> Laughing | <input type="checkbox"/> Lisp            | <input type="checkbox"/> Disguised                 |
| <input type="checkbox"/> Angry   | <input type="checkbox"/> Crying   | <input type="checkbox"/> Raspy           | <input type="checkbox"/> Accent                    |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Normal   | <input type="checkbox"/> Deep            | <input type="checkbox"/> Familiar                  |
| <input type="checkbox"/> Slow    | <input type="checkbox"/> Distinct | <input type="checkbox"/> Ragged          | If voice is familiar, who did it sound like? _____ |
| <input type="checkbox"/> Rapid   | <input type="checkbox"/> Slurred  | <input type="checkbox"/> Clearing throat |  |
| <input type="checkbox"/> Soft    | <input type="checkbox"/> Nasal    | <input type="checkbox"/> Deep breathing  |  |
| <input type="checkbox"/> Loud    | <input type="checkbox"/> Stutter  | <input type="checkbox"/> Cracking voice  |  |

### BACKGROUND SOUNDS:

- |  |                                       |  |  |
|--|---------------------------------------|--|--|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> House noises | <input type="checkbox"/> Factory       | <input type="checkbox"/> Local         |
| <input type="checkbox"/> Crockery      | <input type="checkbox"/> Motor        | <input type="checkbox"/> machinery     | <input type="checkbox"/> Long distance |
| <input type="checkbox"/> Voices        | <input type="checkbox"/> Office       | <input type="checkbox"/> Animal noises | <input type="checkbox"/> Booth         |
| <input type="checkbox"/> PA system     | <input type="checkbox"/> machinery    | <input type="checkbox"/> Clear         | Other _____                            |
| <input type="checkbox"/> Music         |                                       | <input type="checkbox"/> Static        |  |

### THREAT LANGUAGE:

- |   |                                     |                                     |   |
|---|-------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Well spoken (educated) | <input type="checkbox"/> Foul       | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message read by threat maker |
|   | <input type="checkbox"/> Irrational | <input type="checkbox"/> Taped      |   |

REMARKS: 3rd party caller Eugene Murphy 15th floor owner of Marine Trust Building and Kelly Girls on 12th floor

Report call immediately to Pct 30 + Pct 3 Det, phone number 847-2700.

Fill out completely, immediately after bomb threat. Date 8/16/79. Phone number 847-2257.  
Name FREDA E. WICKS. Position S

## STREET AND INCIDENT CODING OF COMPLAINT CARDS

1. 911 Center personnel are responsible for street and incident coding of the P-92 complaint cards prior to forwarding of the cards to the computer keypunch operators for further processing.
2. In addition to coding the P-92 complaint cards, personnel assigned to coding duties will notify Buffalo Police Department precincts of assigned C.D. numbers over the C.O. telephone system and operate the DMV/Warrant file telephone.
3. Coding personnel will maintain coding and C.D. number notification on as current a basis as possible as the cards become available from the dispatcher. Every effort will be made to notify precincts of assigned C.D. numbers as soon as possible.
4. Senior Complaint Writers are responsible to ensure complete and correct coding of all cards generated during their tour of duty and to insure cards are not left for the following shift unnecessarily.
5. Senior Complaint Writers will assign all 911 personnel to the coding desk on a rotating basis and in an equitable manner, based upon workload, training requirements, and needs of the service.
6. Senior Complaint Writers will assign relief personnel when available to the coding desk to cover the lunch hour. Relief coders will maintain coding and C.D. notification duties as current as possible at the coding desk.
7. Upon completion of coding and C.D. number notification, coding personnel will arrange the complaint cards in numerical order (C.D. numbers) prior to forwarding to the computer section.

8. Senior Complaint Writers will periodically monitor the coding desk to insure complete and correct coding of the cards during their tour of duty. Senior Complaint Writers are responsible for the quality and quantity of the coding function during their tour of duty.
9. 911 personnel will not be assigned exclusively to permanent duties at the coding desk in lieu of answering the emergency telephone system. All duties in the Center will be performed by all personnel on an equitable and cooperative basis. Coding and other duties may be assigned by 911 Supervisors for extended periods due to workload, training requirements, and needs of the service.
10. In addition to coding and C.D. number notification duties, the coder shall perform radio system identification on each hour and half hour with the portable radio assigned to the coder's desk.

5.9.6 P-92 - COMPLAINT CARD COMPONENTS

5.9.7 PROCEDURES

The following procedures will be followed on all calls received at the 911 Center pertaining to complaints or service requests within the jurisdiction of the Buffalo Police Department:

I. A P-92 complaint card will be completed by the complaint writers in all cases which warrant the dispatching of a police car; and in those cases which have been reported to a police station, but do not require the dispatch of a patrol car. Such cases reported to a station house shall be indicated by marking the complaint card "RSH".

The P-92 complaint card below shall be completed as follows: the priority of entries is herewith listed:

1. Top Left Corner - Insert the 911 operator position number at which a call has been received as soon as it is apparent there is a need to use the card.
- 2nd Line 25\_\_\_ - Shall be completed by inserting the last digit of extensions 257; 258; or 259 through which a call has been received.
- CO - This box shall be checked if a call has been received on the CO Phone.
- Radio - This box shall be checked if the call was reported to the radio dispatcher from a Police Department Radio Unit on the scene.
- Fire - This box shall be completed if a call was initially received from the Fire Department on either of their two extensions. No number needed.
- Sub - This box shall be checked if the call was received from a suburban police or fire agency. Provide

identity of agency calling and details  
under "remarks".

2. Operator - The complaint writer shall inscribe his initials legibly in this box. Initials so used shall be such as not to duplicate the initials of another complaint writer. Thereafter the same set of initials shall be used in all subsequent instances.

3. Incident - Information required here shall be as brief as possible but sufficient in detail to describe as clearly as possible the true nature of the reported occurrence. (Assist A.D.I. - maternity) etc. Lengthy descriptions will be avoided, resolve each incident to as few words as possible. In many instances one word may be sufficient.

Do Not Narrate - Two cars collided and one struck  
a telephone pole but no one injured.

Report This As - Acc. PDO. City Inv.

Do Not Say - Man stabbed with screw driver by  
mother-in-law, while wife watched.

Report This As - Stabbing

Standardized abbreviations shall be used when ever possible.

Accident Injury - ACC. INJ.

Property Damage Accident - PDO. Acc.

Unauthorized use of a vehicle - U.U.V.

See a complainant - C/C

See standard abbreviation list.

4. Location - The exact address (including municipality) of the place to which the police car must be dispatched is entered here. In most instances this will be the location of the incident. In other cases it may indicate the location of the complainant. In the latter case the location (address) of the occurrence shall be indicated in the remarks section. (I.E. from 242 Main Street)

In instances where the exact address is unknown such entries as "in the vicinity of 242 Main Street" may be entered, or other approximations. However, accurate addresses, as near as possible must be entered.

Additional information should be included to assist the patrol units in responding to the call, i.e. building number, apartment number, up, down, front, rear, etc.

5. "City/Town" - This block shall include the municipality from which the call is originating or where the incident occurred and field forces are required. To avoid confusion the following abbreviations shall be used:

AMH <sub>1</sub>	- Amherst	LAC	- Lackawanna
BIA <sub>1</sub>	- Blasdell (Hamburg)	O.P. <sub>2</sub>	- Orchard Park
BUF	- Buffalo	SLO <sub>2</sub>	- Sloan (Cheektowaga)
CHE	- Cheektowaga	T/TON	- Town of Tonawanda
HAM	- T/Hamburg	W.S.	- West Seneca
KEN	- Kenmore		

1 - Transfer caller to, or notify, Town of Hamburg.

2 - Transfer caller to, or notify, Cheektowaga.

Provide complete municipality identification on any call received from or reporting an incident outside the 911 coverage area.

6. Remarks - This section shall include useful information which may be of importance to investigating and responding officers, descriptions of vehicles, descriptions of persons, direction of travel etc. Here again standardized abbreviations will save time and space.
7. PCT Assigned - To determine the proper precinct and patrol sector, which must be entered here, personnel will ascertain such information from the BUFFALO PRECINCT GUIDE (P.-204). Special attention will be given to the following:
- a. Proper spelling of the street concerned.
  - b. Correct address of said street (odd or even no.)
  - c. Correct quadrant of intersections by identifying the concerned corners as NW, NE, SW, SE.

Precinct car assignments are determined in many instances by odd or even numbers, digital span of addresses. In addition, appropriate jurisdiction of various suburban agencies is also affected by address or geographic location as aforementioned.

Inaccurate entries will only delay response time of police officers, embarrass and aggravate the radio dispatchers, and in general, hamper investigations.

8. Dept. NFTD - This section shall be completed by identifying the municipal agency notified of the call or to which the caller was transferred. The standard municipality abbreviations shall be used.
9. CD Number - This section is reserved for the six digit number obtained by inserting the complaint form P-92 into the C.D. stamping machine which automatically stamps the service number on the complaint form.

5.9.8            DUPLICATE OR DOUBLE STAMPED C.D. NUMBERS

- A. In instances where the stamping machine stamps two consecutive numbers, complaint writers shall record the highest number stamped on a blank P-92 for use on a subsequent call. The complaint writer shall record the lowest number clearly upon the original complaint form with pen and ink.
- B. In those cases where it is determined that a call belongs to a suburban jurisdiction after a service number has been stamped on the P-92 complaint card the complaint writer shall:
  1. Notify the concerned jurisdiction regarding the incident giving all necessary information.
  2. Note on the concerned complaint card the time and date that the suburban jurisdiction was notified and initial the same.

3. Record the stamped complaint or service number on another blank P-92 for use on a subsequent call.
  4. Place the original card in the box reserved for "foreign jurisdiction calls" located at or near the coding desk.
- C. At times when personnel from a precinct station house calls the complaint desk to obtain a service number for an incident which has been "reported at the station house" and the dispatch of a police car is not required, complaint writers shall enter the letters "RSH" in the assigned" box at the bottom of the form.

Enter all pertinent information as required and as reported by the precinct personnel, stamp the service number on the complaint form, and inform the calling party of the correct number so stamped.

The complaint writer shall then enter his initials in the box labeled PCT NTFD.

The complaint card shall then be forwarded to the coder's desk for final processing. However, specific inquiry shall be made to ascertain from calling personnel, if a police car must be dispatched. If so, the procedure outlined for dispatching of police cars to the scene of the reported incident shall be followed.

#### 5.9.9 FLASH CALLS

- A. "Flash" is a term used and imprinted with a rubber stamp on the complaint form (P-92) for use in all instances of calls pertaining to incidents of an important nature. The primary function of the use of the term "flash" is to attract the attention of the radio dispatcher to the card. The dispatcher upon receipt of such card, broadcasts without unnecessary delay the pertinent information to all concerned.

b. Calls to be designated as "FLASH" are:

1. Officer in trouble
2. Shots fired
3. Shooting
4. All burglaries
5. All hold-ups
  - a. robberies
  - b. muggings
  - c. purse snatches
6. Unauthorized use of vehicle
7. Overdose
8. Death
9. Accident injury
10. Accident injury (City involved)
11. PDO accident (City involved)
12. Subject with a gun
13. Explosion
14. Hit and run accidents
15. Disasters
16. Major fire emergencies or fire assistance.

All serious crimes, attempted, suspected, previously unreported, sudden dangerous conditions effecting public safety.

5.9.10 FIRE, RESCUE, AND ACCIDENT/INJURY CALLS

A. Within the City of Buffalo:\*

On all such calls for service within the City of Buffalo, transfer the caller to the Buffalo Fire Department. Prepare a P-92 complaint card and forward to the Buffalo Police Dispatcher.

\* Effective February 24, 1978 - The Buffalo Fire Department Rescue Squads will not respond to shootings, stabbings or violent domestics. These calls will be transferred or the information relayed to the Buffalo Ambulance Dispatch and Inspection Unit and a P-92 forwarded to the Police Dispatcher.

B. Outside the City of Buffalo:

Transfer the caller, or notify, the appropriate suburban fire department or fire control office. Make any appropriate suburban police department notifications.

NOTE: A. Rescue calls within the Town of Tonawanda are dispatched by the Town of Tonawanda Police Dept.

B. Fire and rescue calls for Grand Island are dispatched by Kenmore Fire Control Office.

C. In the event difficulty is encountered in transferring callers to suburban agencies or making notifications to suburban fire control offices, transfer the caller to or notify Buffalo Fire Department which has access to the Erie County Fire Radio System.

D. Fire and Rescue Call Procedures

1. On all requests for Fire and Rescue Squad Service:

a. Obtain exact location (including municipality) of required service and nature of assistance required.

b. Advise caller "Do not hang up - I am transferring you to the \_\_\_\_\_ (Buffalo, Amherst, etc.) Fire Department.<sup>1</sup>

c. Transfer call to appropriate Fire Department or Fire Control Center.

d. Monitor the call to insure transfer of call and verify receipt of information by Fire Dispatcher.

1 - Transfer rescue calls from Town of Tonawanda to Town of Tonawanda Police Department. Transfer Fire and Rescue calls from Grand Island to Kenmore Fire Control Center.

- e. In the event of a "lost call" before transfer is completed, notify appropriate fire dispatcher immediately. Provide fire dispatcher with all available information. If time permits explain why caller was not transferred.

E. Requests for Fire and Rescue Squads will be handled in the following manner:

Caller : "Will you send a rescue squad to 111 Main Street right away?"

Complaint Writer : "What Address?"

Caller : "111 Main Street"

Complaint Writer : "Is that in the City of Buffalo?"

Caller : "Yes, Buffalo."

Complaint Writer : "Hold on. I'll connect you with the Buffalo Fire Department. Don't hang up."

At this point the complaint writer will transfer the caller to the Buffalo Fire Department. When Fire personnel answer the phone, proceed as follows:

Fire : "Buffalo Fire Department."

Caller : "Will you send a rescue squad to 111 Main Street" right away?

Fire : "What's the matter there?"

Caller : "My father has passed out."

Fire : " Is that upstairs or down?"

Caller : "Upstairs".

Fire : "Right away."

At this point the conversation is usually ended. Complaint Writers will not interrupt the fire dispatcher while he is interrogating the caller unless there is a need for same as indicated by contradictions in reported addresses or an inability of the caller to make himself understood by the fire dispatcher.

The Buffalo Fire Department will notify the complaint desk of all calls which have been received by the fire department from another source and a rescue squad is to be dispatched.

Complaint Writers will accurately complete a P-92 complaint card from information given them by Fire Department personnel.

In reporting incidents to the Fire Department which require dispatch of Fire Department equipment, services, and/or personnel, and such incidents involve dangerous persons, weapons, or conditions, complaint writers will so inform the Fire Department personnel at the time the report is made to the Fire Department. If determined subsequent to notifying the Fire Department, then it shall be reported as soon as such information is received.

F. False Alarms of Fire

The Buffalo Fire Alarm Office will report false alarms of fire to the 911 Center on telephone lines 847-2257 or 847-2258.

Complaint Writers will record the information received from the Fire Alarm Office on a P-92 and forward the P-92 to the Buffalo Police Dispatcher for broadcast to the appropriate Patrol Unit.

Upon return of the P-92 to the coding desk, the card will be street and incident coded and processed in the normal manner.

G. Fire Prevention Bureau

All requests for services of the Buffalo Fire Prevention Bureau shall be transferred to the Buffalo Fire Dispatcher for disposition, including

requests made after normal working hours. A P-92 and police notification would still be made if the call warrants police response.

#### H. Drug Overdose Calls

In addition to normal police notifications, follow the standard procedure for all emergency medical calls and transfer the caller to the Buffalo Fire Alarm Office or appropriate suburban rescue squad dispatcher.

#### I. Sexual Assault Calls

When the victim contacts 911:

1. If at all possible transfer the caller to a female complaint writer.
2. The complaint writer should instruct the caller as to the following:
  - a. Do not wash or douche.
  - b. Do not change clothing; and if possible take an extra set of clothes to the hospital.
  - c. The caller should be informed that the clothing and results of the physical examination will be used as evidence in the investigation.
  - d. Make any fire/emergency medical notifications required.

#### J. Spanish Interpreter Assistance

Interpreter assistance for Spanish speaking callers to the 911 Emergency Control Center is available at the Puerto Rican Social

Center, 261 Swan Street during the following time periods:

Monday, Tuesday, Thursday - 8:00 am to 9:00 pm - 855-1821

Wednesday and Friday - 8:00 am to 5:00 pm

In the event you have difficulty with a Spanish language call during the above time periods, transfer the caller to the above number, remain on the line for clarification of the caller's needs, then process the call in the normal manner.

This transfer to a seven (7) digit number can be made by:

- a. Depress: TRN "A" Button
- b. Dial 9, then 855-1821
- c. When called number answers, announce the caller depress the "in" button to connect both parties.

Interpreter service can also be available through the Inter-national Institute at 883-1900.

## STANDARD DESCRIPTION OF PERSONS

Always Get In This Order

Omit Any Item You Do Not Have

START

1. Name
2. Sex
3. Race
4. Age
5. Height
6. Weight
7. Hair
8. Eyes
9. Complexion
10. Physical
  - a. Marks, Scars, Limp etc.

FINISH

11. Clothing
  - Head to Foot
    - a. Hat
    - b. Shirt or Tie
    - c. Coat
    - d. Trousers
    - e. Socks
    - f. Shoes

MEMORIZE THE SEQUENCE!

Use it on the telephone, and in taking descriptions.

SLASH ALL ZEROSSLASH ALL ZEROSINCIDENT CALLSAgainst Person

210	Strong Arm Robbery, Mugging	250	Inv. Unknown Trouble
211	Robbery, Armed	262	Rape
222	Homicide	263	Attempt Rape
230	Person With Gun	272	Kidnapping
235	Person With Knife	282	Molesting, Sexual Abuse
236	Threats, Harassment	287	Suspicious Person
239	Fight	288	Suspicious Person/Vehicle
242	Assault	292	Prowler
245	Assault with D/W	295	Shots Fired

300	Gambling	339	Animal Bite
311	Indecent Exposure, Peg Shaker	340	Animal Nuisance
315	Forgery	341	Animal Loose
318	Loss Report	342	Animal Death
319	Found Report	343	Unwelcome Guest
320	Person Soliciting, Begger	245	Labor Dispute
321	Peeping Tom	366	Glue Sniffing
330	Phone Calls, Agg. Harassment	369	Narcotics
331	Criminal Mischief	370	Prostitution (soliciting/offering)
332	Juvenile Disturbance	373	Disorderly Conduct
333	Assist Citizen, Customer Trouble	377	Liquor Violations
34	Gangs, Not Juvenile	390	Drunk
335	Loud Music, Noises or Fireworks	391	Drunk in Car
336	Domestic	393	Person Down
337	LL/Tenant Trouble	395	Miscellaneous Arrests
338	Neighbor Dispute	399	Resisting Arrest

401	Burglary in Progress (Break In)	450	Shoplifting
404	Burglary	456	Bike, Stolen, Rev'd, Missing
405	Alarm, Bank, Phone, etc.	462	Tresspassing
406	Larceny	464	U.U.V.
444	Purse Snatch	465	Police Car Stolen

500	Traffic Congestion, Jam	560	Ambulance Call
501	Speeding/Racing, Drag Racing	567	Tow Truck
505	Traffic Hazard	580	Stop Sign Down
510	Illegal Parking	581	Wires Down or Arching
511	Abandon Vehicle	582	Break, Water, Gas, Sewer
512	Vehicle-No Plates	583	Damaged Sidewalk
515	Accident-No Injury, P.D.O.	584	Stranded Motorist
520	Accident Injury	585	Death Message or Emergency
555	Accident Fatality	586	Pick Up Officer
556	Traffic Light Out	590	Hit & Run (ALL)
558	Street Light Out	592	Traffic Arrests
		595	D.W.I.

-----

601	Missing Person	678	Dead Body, Investigate Death
602	Missing Person (Juvenile)	679	Dead Body, Floater
603	Found Juvenile	689	Mental, Irrational Person
604	Incorrigible Juvenile	690	Check Welfare
605	Child Neglect	691	Suicide or Attempt
611	Attractive Nuisance, Dangerous Building	696	Rescue
666	Injured/Sick Person		

-----

707	Bomb Scare	715	Fire Follow-Up
711	Increase Patrol	717	Arson
714	Alf. False Alarm	719	Explosion

-----

990	K-9 Wagon Call.
998	Officer Back-up
999	Officer in Trouble.

-----

9/10/76

SECTION E

5.10

EXCERPTS FROM THE BUFFALO POLICE DEPARTMENT  
MANUAL OF RULES AND PROCEDURES  
AFFECTING COMPLAINT WRITING FUNCTION

5.10.1 COMPLAINTS

A. DEFINITION -

A complaint is an allegation of an improper or unlawful act or omission which relates to the business of the department, or to any member of it, or to any other condition that necessitates investigation by the department to determine if any unlawful act or omission exists in relation thereto.

5.10.2 B. RECORDING COMPLAINTS

1. Each complaint shall be recorded in the precinct of occurrence.
2. Complaints occurring on piers, docks, ships, boats or occurring on the waters in other ways shall be considered as having occurred in the precinct in which such pier, dock, ship or boat is located or which is bordering upon such waters. Complaints concerning dead human bodies found in the waters shall also be considered as having occurred in the precinct which borders on the waters in which such body is found.
3. When a complainant does not know definitely the place or loss or theft of property, the place of occurrence will be deemed to be the place at which the complainant first noticed the loss.
4. When a communication from an out-of-town complainant does not specify the place of loss or theft of property in the City of Buffalo, the complainant shall be referred to the Bureau of Property, Claims and Receipts to determine whether the property

has been recovered. If there is no recovery record thereof, the Bureau of Property, Claims and Receipts shall refer the Complaint to the Detective Division Office, which unit shall so notify the complainant, and request additional information as to the place at which the loss was first noticed.

C. HANDLING COMPLAINTS

1. All complaints, reports of crimes, lost articles, missing persons, or other incidents coming to the attention of the department by:
  - a. Telephone
  - b. In person reports to precincts or other units
  - c. Police Officers on or off duty; or,
  - d. Other meansmust be reported to the 911 Complaint Desk, where the subject matter of such complaint will be recorded and a "CD" or Complaint Desk number assigned.
2. The person at the 911 position receiving such call shall enter all information relative to the complaint on a complaint memo (form P-92).
3. The complaint memo shall then be inserted in the time recording device so that the time, date, and complaint number are imprinted thereon.
4. If necessary, the complaint memo is then forwarded to the radio dispatcher.
5. Complaints not requiring a radio broadcast shall be phoned to the precinct concerned.
6. The following information shall be shown on the memo to the radio dispatcher:

- a. CD number
  - b. Car number
  - c. Location and brief description of the complaint
  - d. Time
  - e. Initials of sender
7. The complaint shall then be relayed to the precinct concerned by 911 Complaint Desk Personnel via the CO phone, giving the information to the desk officer as outlined in (6) above, except that it will not be necessary to give the sender's initials.
  8. Complaint memo slips shall be kept in numerical order for each tour of duty by 911 personnel, and at 8:00 a.m. daily these slips shall be turned over to the Buffalo Police Department Bureau of Statistics and Records for completion and filing.

D. COMPLAINTS AFFECTING OTHER COMMANDS

1. When it is necessary to transfer a complaint received from the 911 Complaint Desk from one precinct to another, the desk officer shall notify the Complaint Desk of this fact. Upon the receipt of such calls, 911 personnel shall mark the complaint memo (form P-92) that the call has been transferred to another precinct.
2. 911 complaint personnel shall then notify the precinct to which the call is to be transferred.

E. UNAUTHORIZED USE OF A VEHICLE

1. Category of Offense

All complaints of unlawful taking of a vehicle shall be classified

as "Unauthorized Use of a Vehicle", unless it is known at the time the complaint is made to be a Larceny, as defined in the Penal Law.

2. Emergency Control Center Responsibility (911)

Personnel of the Emergency Control Center, upon receiving a complaint of unlawful taking of a vehicle shall:

- a. Obtain owner's name, address, phone number, and description of the vehicle, including the plate number, and type of vehicle.
- b. Verify the plate number through the DMV terminal unit.
- c. Forward the P-92 complaint card to the dispatcher.

F. WAGON CALLS

1. All wagon calls shall be handled through the 911 Complaint Desk. 911 personnel shall prepare a complaint card and forward same to the Dispatcher on each wagon call.

G. DEFECTIVE TRAFFIC SIGNALS

1. Members of the Buffalo Police Department observing or receiving reports of traffic signals operating improperly shall promptly report them to the 911 Complaint Desk, where it will be properly recorded and a complaint card forwarded to the Dispatcher.

H. STOLEN BICYCLES

1. Immediately after receiving a report of a stolen bicycle, the desk officer shall request a C.D. number for same, or request the dispatch of a patrol car to investigate.

I. LOCATE - PICK UP - WANTED BROADCASTS

1. In all but emergency situations, all "Locate, Pick Up, or Wanted" broadcasts shall be handled in the following manner:

a. Channel the Broadcast:

Whenever possible, these broadcasts shall be channeled through the 911 Complaint Desk, to the dispatcher for broadcast.

b. Identification of Sender:

The officer originating the requested broadcast shall give his rank, name and assignment.

c. Contents of the Broadcast:

All broadcasts shall contain the following information:

1. The reason for the broadcasts; if for a crime, the nature and degree thereof; if for another reason, explain.
2. As complete a description as possible of the vehicle and the contents, and particularly whether occupants be armed, or to be considered dangerous.
3. The action to be taken, or the member to be notified, if the vehicle is found.
4. Any additional information which may be of help in locating the vehicle, such as direction or route taken, speed, etc.

IMPORTANT !!! No such broadcast shall be transmitted unless it includes as much of the above information as possible. The phrase, "Pick Up for Investigation," shall not be accepted as a reason for a broadcast.

d. Identification of Wanted Vehicle:

When the broadcast request is made directly to the Dispatcher by "Talk Back", the Dispatcher shall ascertain from the Auto Bureau the name and address of the licensee, and any other pertinent facts available, and broadcast them without delay.

When the broadcast is channeled through the Complaint Desk, the originating officer shall ascertain the pertinent information from the Auto Bureau, and include it in his request for the broadcast.

e. Follow-Up Action: (By Officer Locating Vehicle)

when a member locates the wanted vehicle, he shall immediately void the broadcast, either through the 911 Complaint Desk, or by "Talk Back" to the Dispatcher. When voiding the broadcast, he shall give his rank, name and assignment.

5.10.3 MISSING PERSONS

A. DEFINITION

A missing person is one missing from his or her usual place of abode (including institutions) in the City of Buffalo, under circumstances not consistent with their ordinary habits, or, who may be in need of police assistance by reason of age, infirmity, physical or mental handicap, or the possibility of foul play or accident.

B. EXCEPTIONS

The term "missing person" shall not include persons:

1. For whom warrants of arrest have been issued.
2. Wanted for the commission of a crime.
3. Persons of the age of eighteen (18) years or older who voluntarily

leave their places of abode.

C. PRECINCT OR RECORD

1. The residence precinct of a missing person shall be the precinct of record.
2. A complainant reporting a missing person at other than the residence precinct, shall not be directed to the Missing Person Squad office but to the residence precinct.

D. MISSING PERSONS REPORT

The Desk Officer accepting a report of a missing person shall:

1. Promptly obtain a CD number, and as soon as possible broadcast a local teletype message.

E. CHILDREN UNDER TWELVE (12) YEARS OF AGE

1. When a child under the age of twelve (12) years of age is reported missing, the desk officer accepting the report shall immediately notify the Commanding Officer on duty at the time.
2. The duty Commanding Officer shall direct a radio broadcast, through the 911 Complaint Desk, addressed particularly to the Mobile Patrol Units in the area in which the child is likely to be found. The broadcast shall include information as to the location where the child was last seen, and his probable direction or destination.

5.10.4 ERIE COUNTY DISASTER PROCEDURE HOSPITAL PLAN

A. When Used

The Erie County Disaster Procedure Hospital Plan shall be used in all types of MAJOR DISASTERS.

B. Responsibility of 911 Emergency Control Center and Radio Dispatcher

Upon receipt of a call from an area hospital of a disaster, the following action shall be taken:

1. The call shall be referred to the 911 Emergency Control Center.
2. 911 Emergency Control Center Personnel shall handle the call with dispatch and give priority over all other calls.
3. A mobile radio unit shall be sent to the scene.
4. After investigation by a mobile radio unit, the unit shall advise the dispatcher of the seriousness of the situation and the help needed; i.e. fire, police, medical services, ambulances.
5. The Dispatcher shall notify the 911 Emergency Control Center, who in turn shall notify the agencies whose services are required.

C. Police Radio Dispatcher - Follow-Up Duties

1. Relay hospital and/or medical information from the physician in charge at the scene, to the 911 Emergency Control Center, for relay to the proper destination.
2. Relay hospital and/or medical information received from the 911 Emergency Control Center to the physician in charge at the scene.

D. Responsibility of Hospitals

1. Route all Disaster/Catastrophe calls to the Police Department 911 Emergency Control Center.
2. Utilize Hospital Disaster Plans in accordance with the estimate of the physician in charge at the disaster scene.

E. Participating Hospitals

<u>NAME</u>	<u>TELEPHONE</u>	<u>CO</u>	<u>ADDRESS</u>
Buffalo Columbus	845-4300	457	300 Niagara St.
Buffalo General	845-5600	453	100 High St.
Children's	883-5810	423	219 Bryant St.
Deaconess	886-4400	451	1001 Humboldt Pkwy.
E.J. Meyer Memorial	894-1212	456	462 Grider St.
Emergency (Burn Treatment)	854-4850	458	108 Pine St.
Lafayette General	885-8900	375	113 Lafayette Ave.
South Buffalo Mercy	826-7000	454	565 Abbott Rd.
Kenmore Mercy	877-5000		2950 Elmwood Ave.
Millard Fillmore	845-4600	452	3 Gates Circle
Our Lady of Victory	825-8000		55 Melroy Ave.
St. Francis	837-4200		2787 Main St.
St. Joseph Inter-Community	896-6300		2605 Harlem Rd.
Sisters of Charity	862-2000	455	2157 Main St.
Veteran's Administration	834-9200		3495 Bailey Ave.

F. Ambulance Service In City of Buffalo

<u>NAME</u>	<u>TELEPHONE</u>	<u>ADDRESS</u>
City	854-4850	300 Niagara St.
E.J. Meyer Memorial Hospital (Erie County Comprehensive Health Care Center)	894-1212	462 Grider St.
Emergency Hospital	854-4850	108 Pine St.
LaSalle	882-8400	1609 Main St.
Memorial	832-8223	220 Crescent Ave

G. Medical Examiner - Morgue

<u>NAME</u>	<u>TELEPHONE</u>	<u>CO</u>	<u>ADDRESS</u>
Medical Examiner's Office	895-6858	230	462 Grider St.
Morgue	895-6858	230	462 Grider St.

5.10.5 POLICE EMERGENCY DISASTER PROCEDURE

A. Initial Action

In all cases of disaster, the 911 Emergency Control Center shall be notified. A FLASH shall be sent and sounded to alert all units. The Desk Lieutenant on duty at the Headquarters Teletype Desk, upon receipt of a notice that a disaster has occurred, shall promptly notify the Commissioner and Deputy Commissioner of Police.

B. Radio Dispatcher - Responsibility

Radio Dispatchers shall follow the procedure outlined in 10/6.39 MP, being guided in their actions by directions received from the Commanding Office at the scene.

C. First Officer Responsibility

The first officer arriving at the scene of a disaster shall take command until the arrival of a higher superior officer. He shall make a survey of the seriousness of the situation, amount of damage, number of dead and injured, and what additional services are required. He shall report this information and the action taken, to the first superior officer arriving at the scene.

D. Procedure at the Scene

1. The Commanding Officer at the scene shall immediately notify the dispatcher as to the need of additional police, fire and medical assistance necessary.
2. Police lines shall be established, and only authorized personnel allowed inside. Ropes and barricades shall be used where possible.
3. Traffic shall be detoured around and away from the scene. The Commanding Officer shall advise the dispatcher of routes available to emergency vehicles responding to the scene.
4. A Police Officer shall be assigned to guard dead human bodies and the property thereon until properly disposed of.
5. The Commanding Officer shall cooperate with the Medical Examiner or Physician in charge in setting up a temporary morgue, and in the identification of dead bodies.
6. Commanding Officers shall follow the procedure as outlined in 10/6.30 c, d, e MP, in obtaining assistance, and deploying personnel.

E. Other Agencies - When Notified

The services of the following agencies are available, and should be utilized whenever they may be of assistance at a disaster scene:

<u>AGENCIES</u>	<u>TELEPHONE</u>	<u>CO</u>	<u>SERVICE</u>
Buffalo Fire Dept.	856-5111	215	Fire Fighting, Fire Prevention, rescue Sqd., Gas Masks, Inhalators, Water Pumps, Smoke Ejectors, Ladders, Ropes, Axes, Floodlights, Scaling Equipment Chemicals.
Chaplains & Clergymen	See Yellow Pages of Phone Directory		<u>Various Denominations</u> should be notified to render spiritual aid to victims.
Hospital & Medical	See IV - E		Ambulance Service - First Aid, Doctors, Nurses, Medical Care.
Medical Examiner & Morgue	See IV - G	230	Shall be notified if any victims expire.
U.S. Coast Guard	842-2191	279	Patrol Boats, Recovery of Bodies in water, Rescue work, Violations of Marine Law, Icebreakers, Navigation Equipment.
ARTC	632-5143 FAA Control Tower		<u>Air Rescue Team Center</u> - Call F.A.A. Control Tower, Bflo. Airport for any aircraft disaster or accident involving aircraft.
Air Force	297-4000		4621st Support Group ADC Niagara Falls Municipal Airport.
F.B.I. Disaster	856-7800	270	Identification of Disaster victims.
National Fuel Gas Nights, Saturday Sunday & holidays	824-2500 824-2500		Gas Leaks, Gas Explosions, Gas Fires, Gas Line, Breaks, Gas Masks.
N.Y. Telephone Co.	611		Repair Service, Telephone Poles Down, or other damaged Telephone Equipment.
Water Division City of Buffalo	886-1404 (Call Any Hour)		Water Mains, Water Pipe Breaks. Regulate flow of Water in Mains, Pressure etc. Damaged Fire Hydrants.

5.10.6 INCIDENTS INVOLVING RADIOACTIVE MATERIALS

A. Notification

Members of the department investigating incidents involving radioactive materials under the following conditions:

1. Serious exposure of personnel.
2. Discharge of radioactive wastes in a concentration above acceptable limits.
3. Loss or theft of radium, or other radioactive materials.
4. Fire, Flood or other Catastrophe affecting places using or storing radioactive materials.

SHALL IMMEDIATELY REPORT ANY OF ABOVE SUCH INCIDENTS TO ONE OF THE FOLLOWING:

5. Between the hours of 9:00 a.m. to 5:00 p.m. Radiological Technician at 846-7669.
6. Between the hours of 5:00 p.m. to 9:00 a.m. to answering Service at 846-6370.

B. Instructions

Minimum Contact with radioactive materials by emergency personnel may be allowed if the following precautions are observed:

1. If the incident involves wreckage and a person is believed to be alive and entrapped, make every effort possible to rescue him.
2. Restrict Area of Incident  
Keep unauthorized persons as far from the scene as practical.  
Souvenir collection shall be forbidden.
3. Segregate and Retain the People Who Have Had Possible Contact with the radioactive material until they can be examined

further. Obtain names and addresses of those involved.

4. Remove Injured From Area

With as little contact as possible and hold at a transfer point. Take any measures necessary to save a life, but carry out as minimal First Aid and Surgical Procedures as possible until help is obtained from RADIOLOGICAL TEAM PHYSICIANS or other PHYSICIANS familiar with radiation medicine. DO NOT TAKE INJURED TO LOCAL HOSPITAL OR DOCTOR'S OFFICE unless certain that he is not contaminated.

5. Incidents Involving Fire

Fight fires from upwind as far as possible, keeping out of any smoke, fumes or dust arising from the incident. Treat fire as if toxic chemicals are involved. DO NOT HANDLE SUSPECTED MATERIAL until it has been monitored and released by monitoring personnel. Segregate clothing and tools used at fires until they can be checked by RADIOLOGICAL EMERGENCY TEAMS.

6. Incident Involving a Motor Vehicle Accident

Detour all traffic around the scene. If not possible to detour traffic, move the vehicle the shortest distance necessary to clear the right of way. If radioactive material is spilled, prevent passage through the area unless absolutely necessary. If right of way must be cleared before Health Department personnel arrive WASH spillage to shoulders of right of way with minimum dispersal of wash water.

7. Do Not Eat, Drink or Smoke in the Area

Do not use food or drinking water that may have been in contact with material from accident.

8. Do Not Try To Do Too Much

Prior to the arrival of Radiation Specialists and Physicians.

5.10.7 HAZARDOUS CARGOES/SHIPMENTS

A. Hydrocyanic Acid

1. Hydrocyanic Acid is handled by railroads in tank cars that are painted white with a wide red stripe around each end and a red stripe lengthwise around the tank. Large painted placards with the words "Class "A" Poison", are on both sides and ends.
2. This acid is extremely dangerous when mixed with the atmosphere, and you are being advised of this information so that appropriate steps can be taken to safeguard yourself and other individuals in case one of these tank cars is derailed or catches on fire.
3. Description of Material and Danger Potential as Follows:
  - a. 2700 parts per million with the atmosphere is "FATAL" to humans in 30 seconds of breathing.
  - b. Conventional canister type gas masks are Not effective. Only self contained breathing apparatus is safe.
  - c. Material is under pressure in cars and turns from liquid to vapor at 80 degrees fahrenheit.
  - d. NO KNOWN ANTIDOTE FROM A LETHAL DOSE.
  - e. Human contact with the vapor is detected by a bitter almond taste and odor, followed by a painful tingling of the lips and nostrils.
  - f. The material is flammable and will burn furiously vapors are explosive.

- g. In the event car is leaking from any point and catches fire, let it burn. DO NOT PERMIT the local fire company attempt to put out the fire.
- h. In the event of trouble and the conductor or engineer advises you that such a car loaded with this material is in the train, it is extremely important that everyone be kept away from the car until it has been determined that the car is not leaking. Train crews have been instructed as to the proper procedure in obtaining services of the shippers, who are equipped with proper breathing apparatus and acid proof clothing to approach the car to ascertain the danger involved.
- i. No one should approach the car until it is established that the car is not involved, and then, only with extreme caution, and up wind if possible.

B. Dangerous Gases; U.S. Weather Bureau Wind Forecasts

The National Weather Service, Telephone 632-2223, will provide this Department with wind forecasts and forecasts of the stability of the air near ground, on a 24 hour per day basis.

This information will be of invaluable assistance in predicting the movement of escaping dangerous gases from ruptured tank cars, pipes, etc., and in planning evacuation and traffic re-routing in the danger area.

## SECTION F

### 5.11 CLASSIFICATION OF CRIME

1. Homicide -
  - A. Murder: The unlawful killing of a human being.
  - B. Manslaughter: The killing of a human being by the act, procurement or culpable negligence of another.
2. Rape -

The carnal knowledge of a female forcibly and against her will.
3. Robbery -

The felonious and forcible taking of the property of another, against his will, by violence or putting him in fear.
4. Assault -

An assault is an attempt or offer, with unlawful force or violence, to do physical injury to another.
5. Breaking and Entering -

An unlawful entry or attempted forcible entry of any structure or vehicle to commit a felony or larceny.
6. Larceny -

The unlawful taking of the property of another with intent to permanently deprive him of ownership.
7. Fraud -

Fraudulent conversion and altering money or property by false pretense. Includes bad checks, confidence games, etc.
8. Vandalism -

All willful or malicious destruction, injury, disfigurement or defacement of any public or private property, real or personal, without the consent of the owner or person having custody or control, by cutting, tearing, breaking, marking, carving, covering with paint, filth, or any other such means.
9. Weapons -

Violations of weapons laws such as:  
carrying concealed weapons  
unlawful manufacture, sale, or possession of deadly weapons  
carrying deadly weapons  
Furnishing deadly weapons to minors.
10. Sex Offenses:

Include offenses against chastity, common decency, morals and the like.

10. Sex Offenses - (Continued)  
Includes:  
Indecent Exposure  
Rape  
Statutory Rape  
Child Molestation
11. Narcotics Violations -  
Includes all violations relating to the unlawful possession,  
sale, use, growing, manufacturing and making of narcotics drugs.  
Opium and it's derivatives (morphine, heroin, codine)  
Cocaine  
Marijuana
12. Synthetic Narcotics -  
Manufactured narcotics which can cause true drug addiction (Demerol etc.)  
Other dangerous non-narcotic drugs (barbiturates, amphetamines).  
Hallucinogenic drugs  
Glue sniffing and other inhalants.
13. Gambling -  
Activities relative to unlawful promotion, permitting, or engaging  
in gambling.  
Bookmaking  
Numbers
14. Offenses Against the Family and Children -  
Non-support and neglect or abuse of family and children -  
Desertion, abandonment, or non-support.  
Neglect or abuse of a child  
Non-payment of alimony.
15. Drunkenness -  
Becoming drunk from the voluntary use of intoxicating beverages.  
Drunk and disorderly  
Public intoxication
16. Driving Under the Influence -  
Driving or operation of a vehicle while drunk or under the influence  
of alcohol or drugs.
17. Disorderly Conduct -  
Committing such acts of a nature as to corrupt the public  
decency, or affect the peace and quiet of persons who may  
witness them, or engaging in brawling or fighting or engage-  
ment in such conduct as to constitute a breach of the peace  
or disorderly conduct.

18. Animal Control - (dog at large)  
Off the premise of the owner, and not under the control, custody, charge or possession of the owner, or other responsible person, either by leash, cord, chain or otherwise.
19. UUV - Use of a motor vehicle without the authorization or consent of the owner.

5.11.1 STANDARD ABBREVIATIONS

The following abbreviations are useful when time is of essence in recording information on complaint cards, and in making informal notifications:

ABD	Abandoned
ACC	Accident
ACK	Acknowledge - ment
ADV	Advise
AKA	Also Known As
ANS	Answer
APPROX	Approximately
ATTN	Attention
AUTO	Automobile
BLDG.	Building
BLK	Blocked
BLVD	Boulevard
BURG	Burglary
CK	Check
CKS	Checks
COMP	Complainant
C/C	See Complainant
CV	Convertible
DEPT	Department
DESC	Description
DET	Detective

STANDARD ABBREVIATIONS Continued

DIST	District
DIV	Division
DOA	Dead On Arrival
DOB	Date of Birth
DR	Drive
EMERG	Emergency
GAMB	Gambling
HOSP	Hospital
INFO	Information
INTOX	Intoxication
IP	Illegal Parking
JUV	Juvenile
KIDNAP	Kidnapping
LARC	Larceny
LT	Lieutenant
MISC	Miscellaneous
MSG	Message
MTR	Motor
NARC	Narcotics
NTFD	Notified
OPR	Operator
P.D.O.	Property Damage Only
PROP	Property
RECD	Received
REPO	Repossession
S & W	Smith & Wesson
TT	Teletype

STANDARD ABBREVIATIONS Continued

UNK	Unknown
VEH	Vehicle
VIN	Vehicle Identification Number
VICT	Victim
WARR	Warrant
XWAY	Expressway
YRS	Years

5.11.2 MNEMONIC ABBREVIATIONS

A.S.A.P.	As Soon As Possible
CT.	Court
D.A.L.	Dog At Large
D.O.A.	Dead On Arrival
G.O.A.	Gone On Arrival
N.I.S.	Not In Service
N/M	Negro Male
N.M.I.	No Middle Initial
N.O.D.	No Other Description
N.O.I.	No Other Information
OFCR.	Officer
O.S.	Out of Service
OXY.	Oxygen
PED.	Pedestrian
S.L.	Shoplifter
S.M.	Stranded Motorist
TFC.	Traffic
W/M	White/Male

SECTION G

5.12 D.M.V. TERMINAL/WARRANT FILE

5.12.1

A D.M.V. Terminal, hardcopy warrant file and dedicated telephone line (846-7549) is available in the 911 Center for use by all Police Departments in Erie County. The 846-7549 telephone will be used only for this purpose. Response to requests over this line shall be second in priority only to the answering of 911 Emergency Lines or the "Teletype for the Deaf" circuit. The D.M.V./Warrant line will be answered as soon as possible.

A. DMV and "EMPIRE" computer information will be given to authorized Police personnel only. Inquiries will not be made for private individuals or agencies other than Police Departments.

B. DMV and Warrant file requests will not be taken or information supplied over "911" lines. Advise Police personnel to utilize the D.M.V. line. All Police Departments in Erie County have been notified of this number.

C. All D.M.V. requests from personnel of the Buffalo Police Department will be referred to the A.R.U. Unit. This is in accordance with the policy of the Buffalo Police Department. In the event the A.R.U. terminal is "down", A.R.U. personnel will use the 911 Center D.M.V. terminal to service requests from their department.

D. All Police Departments in Erie County have been requested to use this service for immediate needs in the event their terminal is down, and to hold lists of plate checks, required for tag checks,

etc., until their terminal is operational.

- E. On all requests for plate checks, ask the caller to wait if possible and supply the information immediately, thereby avoiding the necessity of calling back.
- F. On all requests for Conviction Records obtain the caller's Police Department number and return the call upon obtaining the information, thereby verifying that the request is from an authorized Police Officer. A list of Erie County Police Department telephone numbers is available at the D.M.V. Telephone position to verify telephone numbers.
- G. All inquiries (both D.M.V. and Warrant File) will be logged on the D.M.V. Terminal Activity Log. Entries shall include all required information including Date, Time, Department and officer requesting data, 911 operator making the inquiry, and plate number or other basis of inquiry.
- H. A daily log will be kept by Senior Complaint Writers on each tour of duty indicating total D.M.V. Terminal Functional and "Down" time. A weekly summary of the daily log will be forwarded to the Director of Law Enforcement Communications.
- I. The following procedure will be followed by the Senior Complaint Writer in the event of D.M.V. Terminal malfunction:
  - 1. Call Albany collect through the operator at area code 518 - 474-0601 and advise that the terminal has been down for the time involved.
  - 2. Advise Albany that the line number of the terminal is 61FD305.

3. If Albany verifies their end of the line is functional, call I.B.M., Buffalo 887-2044. Advise I.B.M. that terminal model #3275 requires repair service.
  4. Whenever Albany or I.B.M. is called, the time, date, and disposition will be recorded on the Daily D.M.V. Log and indicated on the weekly summary.
- J. A hard-copy warrant file, updated on a daily basis is available as back-up to the Computer System. All security precautions and operational procedures listed in this section will be observed on all warrant file inquiries. All inquiries are to be logged on the DMV/Warrant File log.

5.12.2

In all cases where a delay is encountered in retrieving information in response to requests received over the DMV/Warrant telephone, so advise the caller, explaining the reason for the delay. If a further delay is anticipated, suggest you will call back with the information when it is available.

In many cases, the caller is requesting the information for a patrol unit which has an immediate need for the information.

Do not leave the caller waiting on an open telephone line for a considerable amount of time without explaining the delay.

In those cases where a delay is encountered and the caller agrees for you to return the call when the information is available, do not fail to return the call.

SECTION H

5.13

ERIE COUNTY OFFICE OF DISASTER PLANNING

5.13.1 ERIE COUNTY OFFICE OF DISASTER PLANNING (O.D.P.) NOTIFICATION FILE

The Erie County Office of Disaster Planning has provided the 911 Emergency Control Center with a Board of Elections computer print-out identifying each street address within the County by Councilmanic, Legislative or other political sub division and lists of City, County, Town, Village and Federal officials representing that district.

In the event of a serious incident emergency or disaster which O.D.P. believes warrants notification of the officials representing that district, O.D.P. will notify the 911 Emergency Control Center over telephone line 846-7549. O.D.P. will provide the street address of the incident and specify the levels of notification requested.

Upon receipt of a notification request from O.D.P., 911 personnel shall utilize the street address print-out to identify the Councilmanic, Legislative or other political district involved. This information shall be used to identify the public official representing that district as listed in the file for each level of government, and the appropriate notification(s) made.

O.D.P. will update the various files on an as required basis.

In the event "911" Complaint Writing personnel become aware of a situation which would warrant such notifications and no request has been received from the Disaster Coordinator's Office:

1. Within the City of Buffalo:
  - A. If initial report of an incident, make normal 911 Police/Fire/Ambulance notifications.
  - B. Forward complaint card to Police Dispatcher requesting notification of Duty Officer. The Buffalo Police duty officer will notify City officials if he deems such action is necessary. In the event you are requested to notify the City of Buffalo Disaster Coordinator, contact: Mr. Thomas Murphy  
 City Hall: 856-4284 or 856-0511  
 Home:
  
2. Outside City Limits:
  - A. Make normal Police/Fire notifications.
  - B. Notify Erie County Disaster Coordinator:
 

Disaster Coordinator - Leo Stromecki  
 Office: 846-8270  
 Sheriff Radio: 846-6300  
 MERS Control: 837-2435  
 Home:

Deputy Disaster Coordinator:  
 John C. McEvoy  
 Office: 846-6262  
 Sheriff Radio: 846-6300  
 MERS Control: 837-2435  
 Home: 822-5470
  
3. Areas Near or Crossing City/Suburban Municipal Boundaries:
  - A. Make normal Police/Fire notifications.
  - B. Notify Buffalo Police Duty Officer via complaint card to dispatcher.
  - C. Notify Erie County Disaster Coordinator(s).

Revised 12/79

### 5.13.2 CONRAIL OPERATIONS - EMERGENCY PHONES

Conrail is comprised of 6 railroads in the northeast. They have trained personnel who can handle hazardous materials and notification procedures in the event of a derailment.

Through local phone 853-3400, Ext. 523, 524, 525 and 526 Conrail Police, will supply information from their Data 40 terminal in a matter of seconds, regarding train cargo, gases, explosives, how to handle spills, dangers, etc. They also have liaison contacts with Amtrack and other railroad systems via intercom, radio and telephones.

If lines are busy, call collect area code 518, 767-9510.

Conrail Police have manuals on hazardous cargo codes, signs, etc. which can be used in cases of leaking cars, spills, and the like.

Every train, on the head end and the caboose end, has a form CT 168. This gives the contents of the car, location in the train, and the shipper. (Conductor and the engineer have the record of each car.)

All conrail crews are radio equipped and engines are radio equipped.

Many Conrail Police are former city police officers and are therefore familiar with police functions. Conrail has contact with CHEMTREC, a national computer system, which handles information on rail shipments or other forms of transportation shipments involving chemicals.

#### Hazardous Materials Derailments

##### 1. Within the City of Buffalo

In the event of a derailment involving hazardous materials, the U.S. Coast Guard or B & O Railroad will call 9-1-1 and furnish the

following information:

- a. Explain that it is an official call giving name, position/  
title, and the company or organization represented.
- b. That there has been a train derailment involving trans-  
portation of hazardous materials.
- c. Exact location of accident.
- d. Name of hazardous material involved and number of cars  
involved.
- e. Date and time of accident.

The 911 operator will transfer the caller to the Buffalo Fire Alarm Office, and complete and forward a P-92 complaint card to the Buffalo Police Dispatcher. The P-92 will request notification of the Duty Officer by the Police Dispatcher, as per Buffalo Police Department message No. 5680 dated February 28, 1979.

The Buffalo Police Dispatcher will notify the City of Buffalo Disaster Control Coordinator.

2. Outside City Limits

- a. Make normal Police/Fire notifications.
- b. Notify the Erie County Disaster Coordinator as per page H2.

SECTION I

5.14

C. B. PROCEDURES

5.14.1 CITIZENS BAND BASE STATION

A. General

A citizens band base station has been installed in the 911 Emergency Control Center for use during emergency situations, (severe weather conditions, disasters, etc.), and for monitoring the Emergency Channel 9.

Due to the limited number of 911 personnel available and the primary mission of providing 911 Emergency telephone service, dedicated operation and monitoring of the station on a day-to-day basis cannot be provided. However, every effort shall be made to provide assistance in the event 911 personnel become aware of the need through the station.

Due to the effective emergency communications to the public on Channel 9 provided by R.E.A.C.T. and similiar organizations and other citizens band users, the primary general public access route to 911 is through R.E.A.C.T., with R.E.A.C.T. notification of 911 by telephone. Do not encourage general public access to "911" through Channel 9.

The station receiver volume shall be maintained at all times at a level sufficient to alert nearby 911 personnel to traffic on Channel 9, yet at a level which will not disrupt 911 telephone traffic or unnecessarily distract 911 operating personnel.

The station shall be tuned to Channel 9 at all times unless switching channels is necessary to process a call of interest to the 911 Center. The

station shall not be used for personal communications or hobby activities at any time.

B. Detailed Procedures

1. Except for instance where switching channels is required to handle emergency communications traffic or required to process a message concerning the 911 Center, the base station will be tuned to Emergency Channel 9 at all times.
2. Normally, the shift supervisor will operate the station and process any messages or information received over the station. In the event the supervisor is not available, any 911 operator available shall process the information.
3. Answer the calling station with "K \_ \_ \_ \_ this is K \_ \_ \_ \_ , (911 callsign) go ahead." The 911 station callsign is posted on the side of the radio.
4. The Federal Communications Commission assigned callsign shall be the only station identification used. Do not use personal names, nicknames, or fictitious station names.
5. A P-92 shall be completed for all messages received and the call processed in the normal manner. Identify the source of the call as "C.B. Channel 9" under the P-92 "Remarks" section.
6. On all notifications to other agencies, indicate the source of the call as "C. B. Channel 9" and indicate whether the information has been verified by another source.
7. Advise the calling station of the action to be taken or already in progress. Call the station back if necessary, using the station callsign. Do not identify the physical location of the station as "Buffalo

Police" or "911". Identification of the station by the assigned call-sign is sufficient for Federal Communications Commission purposes.

8. At the end of a series of transmissions or end of the traffic, identify the station and sign off by using the station call sign.

Example (K\_ \_ \_ , clear). Monitor the channel for a reasonable time, for further information if possible.

**END**