



POLICE STUDENT'S GUIDE

Police Science



Police Field Communications

~ CHAPTER 6 ~

Topics and concepts included in this chapter:

1. The functions of the Communications Section and its dispatchers
2. Radio discipline and communication procedures
3. The radio code signals used by the Department
4. The procedures to follow when assigned a non-emergency 311 complaint, which may include a quality-of-life matter

Mandatory Patrol Guide Procedures

Quality-of-Life Matters

P.G. 214-35 Processing Quality of Life Service Requests Using the 311 Terminal



POLICE STUDENT'S GUIDE

Police Science



PART I: NYPD'S COMMUNICATION NETWORK

Communications occur between the NYPD and the public, as well as exchanges of information that take place daily over our police radios, computers, telephones, and other electronic networks. For patrol officers, the most important method of communication is the police radio, found both in patrol cars and carried by officers. It will enable you to be part of the Department's radio network and will be *one of the most important tools you will have at your disposal*.

This Department's electronic communications network is the means through which we conduct most of our business. It is how we learn about, and respond to, emergencies and the method through which we learn about, and handle most of the situations that require our non-emergency services. The NYPD's communications network is among the most advanced in the world, linking our vast resources with a centrally located dispatching facility, and handling more than 11 million calls per year, making it the largest of its kind in the nation. You need to know about it because it is the method through which we conduct the vast majority of our business and it has been expanded by the addition of a 311 system, which will be further discussed in Part IV of this lesson.

Anyone who has heard a busy police radio must wonder how those listening can understand what is going on. While it takes some time to develop "an ear" for the radio, the ability to hear the radio improves with experience. Much of this can be learned in a formal training setting. Future field experience will help you sharpen what has been learned in the classroom. Once you have developed this ear, it will become second nature and you are unlikely to ever lose it. Nonetheless, while still assigned here to the Police Academy, your instructor will assist you in developing proficiency in communication procedures and radio operations.

THE COMMUNICATIONS SECTION (AKA "CENTRAL")

Each incident the Communications Section receives is routed from the 911 operator to the radio dispatcher's computer terminal (AKA the "queue"). The radio dispatcher then assigns the unit, transmits the information, handles interim messages or notifications, and enters a final disposition when the unit reports that the job is completed. This is repeated thousands of times each day. A competent and efficient dispatcher does this job quickly and accurately, and plays a major role in expediting police assistance to those in need.

There are numerous frequencies in operation at the Communications Section. Most frequencies in use handle transmissions to and from you, the officer on patrol. The Special Operations Division and traffic frequencies control the harbor, aviation, and



POLICE STUDENT'S GUIDE

Police Science



highway units; and still other citywide frequencies control miscellaneous units and provide backup frequencies for patrol units. These last citywide frequencies can be utilized during major emergencies or disasters so that units at the scene can switch their radios from their local frequencies to the citywide frequency over which the emergency is being controlled. The citywide frequencies are commonly known as *Citywide 1, 2, 3 and 4*.

The Communications Section is responsible for receiving information from the public regarding reported crimes and other occurrences and for transmitting this information to field units. When a person wishes to report some type of emergency to the police, they will call 911. This will connect them with a police telephone operator located at the Communications Section. The necessary information will be obtained and typed into a computer system linking the operator with radio dispatchers. The radio dispatcher, assigned to a specific radio frequency covering several precincts, will then transmit the information to the post or sector concerned.

This information will come in a standard format. Generally, the location and type of assignment are transmitted, along with any qualifying details. These details may include the name of the person to be met at the scene, a description of a suspect, or the number of separate calls received by 911 operators about the incident, which may indicate whether the assignment is founded or unfounded.

INTERGRAPH'S COMPUTER AIDED DISPATCH (I/CAD)

To capture event and unit information, call takers and dispatchers use the Intergraph's Computer Aided Dispatch application. This information represents the incidents created during 911 calls, plus all unit information tracked during the lifetime of the event, such as assigned units, their times, interim assignments, and the finalization codes applied at the closure of the event. I/CAD tracks initial 911 calls and based on location throughout the city, electronically directs the input to the dispatcher having the control and responsibility of assigning precinct units in the appropriate geographical area. I/CAD documents the caller's name and callback number as well as conversations with the 911 operator including all necessary details of the job.

COMMUNICATIONS SECTION TERMINOLOGY

Here are some terms used by the Communications Section that you should be familiar with:

- **ANI-ALI:** the call back
 - **ANI:** Automatic Number Indicator (caller ID)



POLICE STUDENT'S GUIDE

Police Science



- **ALI:** Automatic Location Indicator (billing address of phone & person phone is billed to, not necessarily location of the phone)
- **ALERT:** Central is holding more than three (3) jobs, but less than (5) jobs
- **BACKLOG:** Central is holding five (5) or more jobs, or one (1) job for more than half (1/2) an hour
- **HAZARDOUS OR SENSITIVE LOCATION:** Location that concerns itself with the safety of responding police personnel; both locations are already in the 911 system; whenever a Communications Section dispatcher is assigning patrol personnel, the dispatcher will relay this information to the units concerned.
 - *Hazardous:* Presents a threat to the safety of responding personnel. It may also require a response by two or more units or by specialized equipment. The threat may be from individuals, groups, or physical conditions (e.g., explosive storage area, firearm storage area, location with a history of assaults on members of the service or history of signal '10-13' or '10-85,' etc.).
 - *Sensitive:* May be subject to demonstrations or may result in diplomatic or political confrontation (examples: a foreign mission, consulate, residences of political or foreign officials, or certain religious establishments). These locations have a response plan previously developed at the precinct level and consistent with the needs of the Department and occupants of the location in question.

PART II: RADIO DISCIPLINE AND GENERAL RADIO PROCEDURES

The police radio is your contact with other officers on patrol and the dispatcher. It serves as not only a means of transmitting assignments, but also a way of calling for help, broadcasting alarms, and coordinating field activities. It is essential that we practice "courtesy, professionalism, and respect," while utilizing the portable radio and making transmissions. Use your 10-codes where possible to avoid lengthy conversation. Your transmissions are monitored by the Department and by the Federal Communications Commission (FCC). All transmissions are recorded and can be subpoenaed.

Always know where you are at all times. When entering a location, such as a building or a business establishment, write down the building number or the business



POLICE STUDENT'S GUIDE

Police Science



name. If the location is a subway station, know the station name, station line, closest booth number, stairway, and platform location. While on patrol in an RMP or on foot, know the name of the street you are on, the cross streets, and your direction of travel (north, east, etc.). By knowing your exact location at all times, should an emergency arise, you will be able to inform the dispatcher of your location and get help much faster. Whenever you contact the dispatcher, such as Citywide 1 for warrant checks, the dispatcher will ask for your location first if you have not already informed them prior to conducting the warrant check. The bottom line is **ALWAYS KNOW YOUR LOCATION!**

Even though the Department's portable radios are the best available, they are quite fragile. Tests conducted by the Communications Section have shown that accidentally dropping one on the floor can render it useless. The tests also included forcibly throwing a portable radio, while in its case, against a wall. This test revealed that the case protected the radio to such a degree that no damage was inflicted. Damage to a portable radio costs money and means another officer will be deprived of its use while it is being repaired. When damage to a radio occurs and negligence on the part of the officer can be shown, disciplinary proceedings will be initiated against the officer. It is in the best interest of the individual officer to safeguard the radio against damage. It is required, therefore, that the radio be carried in its leather case.

In addition, many portable radios have been lost or stolen. Replacing a lost or stolen portable radio is expensive. A Department radio in the wrong hands affords an individual the opportunity to "jam up" or make unauthorized transmissions on the Department's radio frequency. This may prevent emergency messages from being heard or transmitted or even divert officers away from the scenes of crimes or other emergencies. The potential danger of this problem cannot be overemphasized.

Portable radios are transistorized; therefore, require no warm up time. They are ready for transmission within a few seconds of being turned on. The charging terminals at the base of the radio can create an electrical short of sufficient intensity that can detonate loose rounds of ammunition. Follow these safety procedures to prevent such occurrences:

- Carry radios in their leather carrying cases to prevent exposure of the charging terminals; and,
- Handle loose ammunition with caution.

The most fundamental principle in operating the radio is that it must be turned on to be useful. A light on its face (portables and mobile units) indicates that it is in operation. The radio is designed to operate on several frequencies; therefore, you must ensure that it remains tuned to the frequency for the area for which you will be patrolling. Only in extreme emergencies or at the direction of the Communications Section dispatcher should you change to another frequency.



POLICE STUDENT'S GUIDE

Police Science



ACCEPTABLE CONDUCT

- Always make certain that your portable radio is on your person; **never** leave it in a Department vehicle or unattended in any place.
- Transmit **ONLY** in the performance of duty.
- Always begin transmissions by identifying your command and call sign first (e.g., “eight-four Adam to Central, k” or “four-four RMP three-nine-five-six to Central, k”). This allows the radio dispatcher to know that patrol officers in Sector Adam in the 84th or that RMP #3956 in the 44th precinct are trying to reach them.
- Identify your unit or unit designation whenever calling Central, including requests for radio checks.
- In most instances, wait for the dispatcher to acknowledge that they have heard you **before** proceeding with a message (e.g., the dispatcher may be on the phone getting EMS or the fire department for another unit). **Do not wait for an acknowledgment in an emergency (10-13).**
- Make messages short and to the point.
- Make sure that the first thing you tell the dispatcher in an emergency (e.g., 10-13) is your *exact location*; therefore, it is important to *always* know where you are. If you do not manage to get the information over the air in an understandable way, other members of the service will not know where to respond. They only have the sound of urgency in your voice to alert them that you are in an emergency. When transmitting an emergency message try to remain calm and control your voice and actions.
- Be mindful that the sound of messages transmitted over the radio may announce your arrival to criminals at a crime scene. You may reduce the volume on your radio so as not to give criminals an advantage.
- Give all numbers individually and then, as a whole (e.g., “one-eight-six East two-seven street; one-eighty-six East twenty-seventh Street”).
- Keep the dispatcher informed of any change of location in assignment. For example, if you *are* sent to Apartment 4R on an assignment, but on arrival, you find that the job is in Apartment 3R, tell the dispatcher. If you need help, they will be sent to the last location recorded by the dispatcher.
- Give interim and final dispositions back as soon as possible. The



POLICE STUDENT'S GUIDE

Police Science



dispatcher **must** ask for a disposition after twenty minutes has transpired from the start of an assignment.

- If the dispatcher shows that you are on an assignment and another job in your sector comes in, another unit will have to be assigned, leaving two sectors uncovered. *Transmit a final disposition immediately upon completion of assignment and before leaving the scene.*
- Advise the dispatcher when 10-84 at all crimes in progress and critical incidents.
- Speak in a normal tone of voice. Hold the radio approximately two inches from your mouth.
- Use the expression “K” to signify the end of your transmission, **except** for the final one in an exchange of calls with the dispatcher, and allow for incoming transmissions; “ten-four” for message received and understood.
 - The last transmission in an exchange is “10-4,” which means, “received and understood.”
 - Thus, a hypothetical exchange might go as follows:

○ Central:	84-Adam, are you available, K?
○ Sector 84A:	84-Adam, K.
○ Central:	84-Adam, 10-59 of an auto, FD & EMS responding. Unknown injuries, Court Street and Atlantic Avenue.
○ Sector 84A:	84-Adam, 10-4.
- When responding to emergency incidents, “**Arrive alive!**” Intersections are a threat, think tactically, proceed through intersections with caution, and remember to always wear your seatbelt.”

UNACCEPTABLE CONDUCT

- **DO NOT** carry portable radios in the strong hand (i.e., gun hand) when responding to calls.
- **DO NOT** carry portable radios in pocket.



POLICE STUDENT'S GUIDE

Police Science



- **DO NOT** use either the name of the person to whom you are speaking or the words, “you” or “I.” The Department frequencies are licensed by the FCC, which does not permit such person-to-person communication.
- **DO NOT** carry on car-to-car conversations, except when absolutely necessary, and even then, ask the dispatcher for clearance. There is a frequency for this and the aforementioned rules apply.
- **DO NOT** remain in an area where you know radio reception is poor. Again, the radio is useful only when it works.
- **DO NOT** transmit within 150 feet of a location conducting blasting operations (blasting caps are set off by an electronic signal). Similarly, never transport blasting caps in the RMP.
- **DO NOT** attempt to repair the radio yourself. If it has a malfunction, notify the desk officer and the radio dispatcher by phone and ask to put the car “out of service.”
- **DO NOT** transmit extremely lengthy messages to the dispatcher. Instead, learn the dispatcher’s phone number as soon as possible after you are assigned to a patrol command and use it when necessary.

THE PHONETIC ALPHABET

On the radio, it frequently is difficult to distinguish between similar sounding letters and numbers (like eight, A, and H or M and N). Thus, the Department employs a phonetic alphabet to eliminate confusion when transmitting individual alphabet letters over the air. The following are the most commonly used terms:

A = ADAM	H = HENRY	O = OCEAN	V = VICTOR
B = BOY	I = IDA	P = PETER	W = WILLIAM
C = CHARLES	J = JOHN	Q = QUEEN	X = X-RAY
D = DAVID	K = KING	R = ROBERT	Y = YOUNG
E = EDWARD	L = LINCOLN	S = SAM	Z = ZEBRA
F = FRANK	M = MARY	T = TOM	
G = GEORGE	N = NORA	U = UNION	

For example, when asking the radio dispatcher to 10-15 a license plate bearing the numbers and letters 398-AZL, it should be read to the dispatcher as, “three-nine-eight-Adam-Zebra-Lincoln.”



POLICE STUDENT'S GUIDE

Police Science



RADIO PROTOCOL DURING AN EMERGENCY INCIDENT

When responding to an emergency incident, there are several things that will go through your mind after receiving the call:

- the type of incident it is,
- what is the fastest and safest way to get there,
- what to look for on the way to the call,
- knowing what your partner will do once you arrive on the scene, along with a multitude of other unanswered questions you might be thinking.

With emergencies, transmitting information over the radio is critical. Being able to quickly assess the situation and notify the dispatcher of what is going on will help you get the type of help you need or let everyone know the situation is not as serious as first thought.

The dispatcher may transmit a tone indicating an emergency or a unit may call a 10-13 over the air. If you are not directed to respond, you must notify Central that you are responding. If you are directed to respond, transmit a 10-84 to confirm that you have arrived at the scene. Assess the situation and transmit pertinent information to the dispatcher. State **"NO FURTHER,"** if no additional units are needed. **DO NOT** use the phrase **"SLOW IT DOWN."** If additional help is needed, state what type, e.g., one additional unit, supervisor, "bus," etc. If you are not involved, it is imperative that you stay off the air so as not to interfere with the units communicating with the dispatcher. The dispatcher will transmit a second tone indicating that a **"NO FURTHER"** has been transmitted. A time check over division frequency will be transmitted. This time check may be used to determine if an RMP collision occurred prior to or after the no further was given.

PART III: NYPD RADIO TEN SIGNALS

Our radio network uses 10-codes (i.e., radio codes or signals), which were established for use over the airwaves as a type of shorthand, due to the high volume of radio transmissions and the need to transmit assignments, or jobs/calls for assistance, quickly. These radio codes/signals enable us to receive calls for assistance as well as transmit calls in a relatively short span of time. If you have experience in using other agencies' 10-codes, you will find that ours are different and far more extensive than most. This is so because the variety of police business is so extensive that we had to develop a unique 10-code system of our own.

The radio dispatcher uses Department radio code signals to transmit information



POLICE STUDENT'S GUIDE

Police Science



pertaining to an incident. The codes may seem confusing at first, but they are a useful form of verbal shorthand. They help to make individual transmissions brief, freeing the radio for others. In order to eliminate as much delay and talk time as possible, you will be required, whenever possible, to give specific code signal dispositions. In addition, the use of the codes makes it more difficult for unauthorized persons to monitor police activities. Finally, code signals facilitate the compilation of statistics by making it possible to numerically classify frequently encountered types of assignments for data analysis. Care must be taken to select the appropriate code signal in order to convey the meaning intended.

A list of numerical radio code signals will be distributed to you with other required **DIGITAL ACTIVITY LOG** inserts. Some codes are self-explanatory, while others are explained on the insert. The following has been prepared to help you to further understand commonly used codes that may need clarification.

INFORMATION REQUESTS

10-01, Call Your Command: The desk officer will call the dispatcher by telephone and request a 10-01 (pronounced **ten-one**) be transmitted when they require you to contact the command by telephone (AKA landline).

10-02, Report to Your Command: The desk officer will call the dispatcher by telephone to have a **ten-two** code transmitted when they require you to physically return to the command.

10-03, Call Dispatcher by Telephone: When a **ten-three** is transmitted, the radio dispatcher will usually supply you with their phone number. If you do not have this number, ask for it.

10-04, Acknowledgment: **Ten-four** is used when a unit has received and understood a message.

10-05, Repeat Message: **Ten-five** is used when the unit or dispatcher needs all or part of a message repeated.

10-06, Standby: **Ten-six** is used when a dispatcher requires all transmissions to cease, except in an emergency, or a unit requires the dispatcher to wait because s/he needs more time to write down a message.

10-07, Verify Address: **Ten-seven** is used when a unit requires the dispatcher to check whether an address that was received from the dispatcher is accurate.

POSSIBLE CRIMES



POLICE STUDENT'S GUIDE

Police Science



10-10, Possible Crime: Used when an incident is not covered by another radio code, and may include such categories as *shots fired*, *calls for help*, *suspicious person*, *suspicious vehicle*, etc.

10-10M1: Marijuana sale/use inside

10-10M2: Marijuana sale/use outside

10-10M8: Marijuana sale/use on a limited access highway

10-10M9: Marijuana sale/use in transit system

10-11, Alarm: Used for alarms such as bank holdup alarms, audible (ringing) alarms, residential alarms, or commercial burglar alarms.

10-12, Police Officer/Security Holding Suspect: An arrest by either a uniformed member or private security.

10-13, ASSIST POLICE OFFICER! Used when a police officer needs urgent assistance, is actually in a struggle, injured, or in a life-threatening situation. Lights and sirens would be appropriate. Do not get this code (10-13) confused with a 10-85. See that section for further clarification.

10-14, License Plate Check – Occupied and Suspicious – Verify if Stolen: Used by the field unit (RMP or foot patrol post) when a check of an occupied and suspicious vehicle's license plate is needed. The unit should transmit the license plate number, state of registration, and their location.

10-15, License Plate Check – Occupied or Not – Verify if Stolen: Used by the field unit to check the license plate of a vehicle in a non-suspicious car stop, such as a traffic infraction or checkpoint, or if the vehicle is parked and possibly stolen or abandoned. The unit should transmit the license plate number, state of registration, location, and whether the vehicle is occupied.

- The 10-14 and 10-15 radio codes can also be used to check the Vehicle Identification Number (VIN).
- When the dispatcher checks a license plate or VIN, computerized files of stolen vehicles are searched in the federal system of NCIC (National Crime Information Center) or the NYS system of NYSPIN (New York State Police Information Network).

10-16, Vehicle is Reported Stolen: In response to a 10-14/10-15, the dispatcher uses



POLICE STUDENT'S GUIDE

Police Science



this code to advise the unit that the vehicle is reported stolen. The dispatcher, to avoid an operator of a stolen vehicle from overhearing and immediately resisting, will not transmit the word “stolen.” The dispatcher will provide the alarm number – a complaint number if reported stolen within NYC – precinct of report, and date of transmission. Further information may be obtained by the unit from FINEST.

10-17, Vehicle is Not Reported Stolen: This code is used by the dispatcher to advise the unit that the vehicle is not reported stolen.

10-18, Warrant Check Shows an Active Warrant: A name check using a person's I.D. is made and shows the person has an active warrant. An arrest will be made.

10-19, Warrant Check Negative: No hit on name check. The individual may be summonsed and released or a **STOP REPORT** (UF 250) will be prepared.

CRIMES IN THE PAST

10-20, Past Robbery: Used when a robbery is reported to have occurred five or more minutes in the past and the suspects are no longer in the immediate area.

10-21, Past Burglary: Used when a burglary is reported to have occurred five or more minutes in the past and the perpetrators are no longer in the immediate area.

10-22, Past Larceny: Used when a larceny (from auto, person, or other) is reported to have occurred five or more minutes in the past and the perpetrators are no longer in the immediate area.

10-24, Past Assault: Used when an assault is reported to have occurred five or more minutes in the past and the perpetrators are no longer in the immediate area.

10-29, Other Crimes in the Past: Used when an incident – not fitting (e.g., graffiti) into a 10-20 to 10-24 – is reported to have occurred five or more minutes in the past and the perpetrators are no longer in the immediate area.

CRIMES IN PROGRESS

10-30, Robbery in Progress: Used when a robbery is reported to have occurred less than five minutes in the past or when the perpetrators are still in the immediate area.

10-31, Burglary in Progress: Used when a burglary is reported to have occurred less than five minutes in the past or when the perpetrators are still in the immediate area.

10-32, Larceny in Progress: Used when a larceny (from auto, person, or other) is reported to have occurred less than five minutes in the past or when the perpetrators



POLICE STUDENT'S GUIDE

Police Science



are still in the immediate area.

10-33, Explosive Device or Threat: Used when a suspected explosive is reported or there is a present or future threat from an explosive device.

- Portable radios or cellphones should NOT be used when in the presence of a suspected bomb, explosive, or incendiary device.

10-34, Assault in Progress: Used when an assault is reported to have occurred less than five minutes in the past or when the perpetrators are still in the immediate area.

10-39, Other Crime in Progress: Used when some other offense not included (e.g., graffiti) in other 10-30 series offenses is reported to have occurred less than five minutes in the past or when the perpetrators are still in the immediate area.

10-39V, Valid Orders of Protection and the Perpetrator is Still on Scene: Used by Communications Division to inform uniformed members of the service of valid Orders of Protection and the perpetrator is still on scene.

10-39P, Domestic Violence Victim Has Activated a "Panic Alarm: Under the Alternative to Shelter Program (ATS): Used by Communications Division to inform uniformed members of the service of a domestic violence victim that has activated a "Panic Alarm" under the Alternative to Shelter Program (ATS).

10-40V, Panic Alarm: Carjacking, LoJack Anti-Theft Alert, or Star Alert (i.e., an emergency alert system that sends text messages and email alerts during emergencies that threaten life or safety or severely impact standard college operations).

10-44, Hazardous Materials/Suspicious Packages/Substances

NON-CRIME INCIDENTS

10-50, Disorderly Person/Group/Noise

10-51, Roving Band: Used when a large group is moving through the street (gangs, marchers, protests, etc.). The report should include the number in the group, their direction, and destination, if known.

10-51M, Roving Band of Motorcycles

10-51B, Roving Band of Bicycles

10-51V, Roving Band of Vehicles



POLICE STUDENT'S GUIDE

Police Science



10-51P, Roving Band of People (Impromptu Marches)

10-52, Dispute: Refers to disputes between family members, neighbors, landlords/tenants, etc. Whenever possible, the dispatcher will specify whether the dispute is violent or involves weapons.

10-53, Vehicle Collision: Used for vehicle collisions, leaving the scene, etc. Incidents where injuries are reported will result in the assignment of an ambulance, in addition to the police unit.

10-54, Ambulance Case: Used when a person is reported to be sick or injured. An ambulance is also dispatched to the location along with the police unit.

10-55, Ambulance Case – No RMP Required: Used by the field unit to notify the dispatcher that an incident requires an ambulance, but the police are not required to remain at the location (e.g., minor sickness at a residence or nursing home).

10-56, Verify if Ambulance is Needed: Used by the dispatcher when a condition is uncertain and requires investigation before an ambulance is directed to respond. Also used when EMS refuses to send an ambulance but the Communications Section designates the condition serious enough to require a police unit to investigate.

10-57, Second Call for Ambulance – Verify: Used when no ambulance has responded within 20 minutes of the initial request.

10-58, Assist Ambulance: The dispatcher transmits this code when ambulance personnel require assistance, such as carrying a patient or involved in a dispute.

10-59, Alarm of Fire: Reports of a fire and when transmitted by the dispatcher indicates that the fire department has been directed to respond.

10-60H, Research: Disabled vehicle.

10-60I, Broadcast: Chase/pursuit.

10-61, Precinct Assignment: Transmitted by the field unit to the dispatcher to indicate that it (the field unit) is out of service (i.e., not available for a job) due to an assignment given by the desk officer. The nature of the assignment should be transmitted along with this code (e.g., mail run, at command, patrol with precinct C.O., etc.). While on a 10-61, the unit cannot be assigned another job by the dispatcher.

10-62, Out of Service - Mechanical: Used by the field unit to indicate it cannot be given an assignment due to a mechanical condition affecting the RMP. When this occurs, give the condition and location, (e.g., gas at another precinct, flat at service



POLICE STUDENT'S GUIDE

Police Science



station, etc.).

10-63, Out of Service - Meal: The field unit is automatically available for assignment after sixty minutes.

10-65, Utility Trouble: Used to report an immediate dangerous condition, such as a gas leak, water main break, downed wires, etc., and if ESU is responding or not.

10-66, Unusual Incident: Used for a train derailment/collision, plane crash, building collapse, etc.

10-67, Traffic/Parking Condition: Used when such a condition endangers public safety, results in a dispute, or other serious consequences.

10-68, See Complainant re: Specify.

10-69, Other Non-Crime Incident: Specify.

PATROL ASSIGNMENTS

10-71, Housing Authority Sex Offender Address Verification

10-75B, Bus Investigation: Used by uniformed members of the service conducting a bus investigation.

10-75C, Community Visit: Used by uniformed members of the service on patrol prior to conducting a community visit. Prior to conducting a community visit, the member will notify the radio dispatcher of the location to be visited.

10-75D, Directed Patrol: Used by uniformed members of the service when assigned to patrol a specific location during a specific time as ordered by a supervisory officer (usually assigned during roll call and to address sector conditions).

10-75E, Community Event: Used by uniformed members of the service attending a community event.

10-75F, Family Home Visit: Used by domestic violence prevention officers (DVPO) when conducting planned home visits.

10-75I, Interior Patrol: Used when a unit is assigned to physically inspect the interior of a building.



POLICE STUDENT'S GUIDE

Police Science



10-75L, Licensed Premise: Used by cabaret trained supervisors when inspecting a licensed premise.

10-75M, Train Run/Mobile Order Maintenance Sweep

10-75O, Train Order Maintenance Sweep (TOMS)

10-75P, School Directed: Used by uniformed members of the service conducting directed patrol at school locations.

10-75S, Station Inspection: Used by Transit Bureau personnel.

10-75T, Transit Patrol/Inspection: Used by non-Transit Bureau personnel.

10-75W, Warrant Check: Utilized when members are requesting a warrant check. The radio dispatcher will continue to utilize final disposition codes 10-18 and 10-19.

10-75Y, Youth Home Visit: Used by Youth coordination officers and Neighborhood Coordination Officers conducting follow-up home visits to youths.

INTERIM STATUS

These codes are to be used by the unit to show the present status of a job already assigned to that unit. The **clock** continues to run for the original job until a final disposition is transmitted. The dispatcher's computer automatically designates a unit as overdue twenty minutes after it has been assigned to a job. The dispatcher must then ask the unit what the job status is. If the unit has not finished the assignment, s/he must give back an interim disposition.

10-80, Cancel: Used to cancel a requested service, such as an ambulance, ESU, or a patrol supervisor.

10-81A, Authorized Tow Arrived

10-81N, Request for Authorized Tow

10-82, Verification/Arrest: Used when the unit is out with a verification or an arrest. In these cases, the unit should transmit the number of persons involved.

10-83, Report/Notification at Stationhouse

10-84, Arrived at Scene: Used by the assigned unit to indicate the time of arrival at the scene of an incident. ***This is one of the most important codes utilized to provide up-to-the-minute response time statistics.***



POLICE STUDENT'S GUIDE

Police Science



- **Response time** measures the period from when the job is created by the 911 operator and the time the first resource arrives. In order to determine the true response time to assignments, uniformed members of the service must transmit a **signal 10-84** in some cases. The following are specified incidents **requiring** transmission of radio code signal 10-84 by the first unit upon arrival on the scene:
 - 10-10, Possible Crime
 - 10-13, ASSIST POLICE OFFICER!
 - 10-30, Robbery in Progress
 - 10-31, Burglary in Progress
 - 10-32, Larceny in Progress
 - 10-34, Assault in Progress
 - 10-39, Other Crime in Progress
 - 10-51, Roving Band
 - 10-66, Unusual Incident
- While the signal 10-84 is mandated only in these cases, it is good practice to use 10-84 when arriving on the scene of **all** jobs originating from Central. This means that if you are called to 124 Main Street, Apt. 2C, for a domestic dispute, call 10-84 when the RMP is at the location, not when you are at/in the apartment. Your portable radio may not work inside the location. In addition, this will let Central know that you arrived safely and to send help if contact with you is lost.

10-85, Need Additional Unit: This is a request for an additional unit; specify the reason for the request and whether a supervisor is needed. This frequently is used to obtain assistance in searching for a suspect or to help disperse large crowds. **A 10-85 and a 10-13 are not the same thing and should not be used interchangeably.** Your police academy instructor will discuss the difference between both codes.

- Examples:
 - “Eighty-five, no emergency, administrative”



POLICE STUDENT'S GUIDE

Police Science



- "Eighty-five, no emergency, one unit to assist with a traffic condition, East Twentieth Street & Third Avenue"
- "Eighty-five with the supervisor, no emergency"
- "Eighty-five, no emergency, car stop, opposite of two, three, five East Twentieth Street"
- "Eighty-five, no emergency, crowd control, front of two, three, five East 20th street"
- "Eighty-five, FORTHWITH*", front of two, three, five East Twentieth Street!"

*Officer is requesting immediate **HELP** to control a rapidly evolving situation!

10-86, Person In/Out of Vehicle: Used for official documentation when a person (other than a MOS) is entering or leaving a Department vehicle in connection with a previously assigned incident. Indicate time.

10-87, Unit to Hospital: Used to show that the unit has responded to a hospital in connection with a previously assigned job. You must indicate hospital's name.

10-88, Vehicle Pursuit as a Result of Another Assignment: Used to document when a unit goes into pursuit in connection with a previously assigned job. **Pursuits are almost never warranted.** This will be further discussed in your *Auto-Related Procedures & Crimes I* chapter.

10-89, Other Interim Status: A general code for an undefined reason showing that a unit is still on original assignment. Explanation must be transmitted with this signal code.

FINAL DISPOSITIONS

Final dispositions are to be used only when a unit is completely **finished** with an assignment – including paperwork, forms, and notifications – and **is available for another assignment**. Disposition code is to be selected and transmitted by the unit. Plain language dispositions will be avoided.

10-90F (1), DOMESTIC INCIDENT REPORT Prepared: Transmitted when a domestic incident (e.g., a dispute) has occurred (requiring the preparation of a NYS Domestic Incident Report), but no offense of domestic violence is alleged.



POLICE STUDENT'S GUIDE

Police Science



10-90F (2), DOMESTIC INCIDENT REPORT Prepared: An unfounded report of domestic violence.

10-90I (1), Language Line Utilized

10-90I (2), Certified Member of the Service Utilized to Interpret

10-90I (4), Bilingual Member of the Public Utilized: Individual who self-identified as being bilingual, including a member of service who has not been certified by Berlitz.

10-90I (5), No Interpretation Necessary: Used when dispatcher indicates that interpretation language assistance may be needed, but no one present at the scene required assistance.

10-90J1, DOMESTIC INCIDENT REPORT Prepared: No offense of child abuse is alleged.

10-90J2, DOMESTIC INCIDENT REPORT Prepared: Report of child abuse is unfounded.

10-90N, Notice Served – Unfounded or Unnecessary Alarm: Used when an alarm is unfounded or unnecessary and a notice of such has been served on the owner of the premises concerned.

10-90N3, Notice Served/Deferred – Unfounded or Unnecessary Alarm: Used if service of a notice of an alarm is to be made at a later time when the premise is open.

10-90U, Unable to Gain Entrance: Used when the responding unit is unable to gain entrance to the location to verify the reported incident.

10-90V2, Unsuccessful Home Visit: Used by domestic violence prevention officer as a final disposition for a 10-75F, wherein a victim contact is not made but was attempted.

10-90X, Unfounded: Used when an incident that was reported or a closely related incident never happened and the report is untrue (e.g., 10-13 where no police emergency existed).

10-90Y, Unnecessary: Used when some incident did occur, but police response was not necessary (e.g., 10-10 calls for help and it is found that children were playing with the phone).

10-90Z, Gone on Arrival: Used when an incident did occur, but persons involved have left the scene before police arrival (e.g., a confirmed dispute on the street where the participants have left the scene before police arrival).



POLICE STUDENT'S GUIDE

Police Science



10-91, Non-Crime Corrected: Used to indicate the resolution of an incident that was not a crime (i.e., other than a felony or misdemeanor). The 10-91 should also be used when a unit responded to a crime in progress (e.g., a 10-34), but found and corrected only a minor dispute.

10-91V, Home Visit/Non-Crime: Used by domestic violence prevention officers as a final disposition for a 10-75F, wherein contact was made with the victim and a crime did not occur.

10-91Y1, Home Visit Successful: Used by youth coordination officers and Neighborhood Coordination Officers as a final disposition to 10-75Y, wherein contact was made with the youth during a home visit.

10-91Y2, Home Visit Unsuccessful: Used by youth coordination officers and Neighborhood Coordination Officers as a final disposition to 10-75Y, wherein contact with youth was not made, but was attempted.

10-92, Arrest

10-92C, Crime Arrest (include number of persons arrested)

10-92F, Family Offense Arrest Made

10-92J, Child Abuse Arrest Affected

10-92Q, Other Arrest (specify type)

- **Note:** For the 92 series, the term “one under” is often used when an arrest has been made in the streets, but means something else in Transit.

10-93C, COMPLAINT REPORT Prepared: Used when a report of a crime, including a **JUVENILE REPORT** for a crime, is prepared (e.g., a 10-93C should be entered when a verified crime has been committed even though the participants have left the scene).

10-93F, COMPLAINT REPORT/DOMESTIC INCIDENT: Used when a **COMPLAINT REPORT** and a **DOMESTIC INCIDENT REPORT** is prepared for a family offense.

10-93J, COMPLAINT REPORT/DOMESTIC INCIDENT: Used when a **COMPLAINT REPORT** and a **DOMESTIC INCIDENT REPORT** is prepared for child abuse.

10-93Q, Other Report Prepared (no arrest): Examples include a PAR, UF250, etc.

10-94, Handled by Previous Tour: Used when an assignment was unknowingly



POLICE STUDENT'S GUIDE

Police Science



handled by a unit on the previous tour. For example, an RMP sector, during the day tour, is assigned and responds to a call. The job is then assigned to a RMP sector working the 4x12 tour. This RMP sector responds to the same incident, only to be informed by the complainant that the incident had already been reported earlier.

10-95, Non-Crime Referred to Another Agency: Used when a non-crime incident is referred to another agency for handling, such as Family Court, Long Island Railroad Police, Amtrak Police, EMS, etc.

10-96, Summons Served: Used when a summons has been served to a violator and the unit is completely finished and available.

10-97H, Patient Removed to Hospital: Used when a patient has been removed to a hospital and the unit is completely finished and available. Give hospital name, if known.

10-97R, Patient RMA: Used when a patient refuses medical aid and the unit is available for another assignment.

10-97E1, EDP Admitted to Hospital: Emotionally disturbed person is in custody and admitted to a hospital.

10-97E2, EDP Released from Hospital: Emotionally disturbed person is released from a hospital.

10-97E3, EDP Admitted to Hospital, ESU Assisted: Used when ESU arrived on the scene and assisted the UMOS.

10-97E4, Voluntary Surrender to ESU or Hostage Negotiation Team (HNT): ESU or HNT are on the scene and the EDP voluntarily surrenders to either of them.

10-97E5, ESU Removal, Less Than Lethal Used: EDP is removed by ESU using a less than lethal device.

10-98, Resuming Patrol – Available: Used for resuming patrol from a scene where several units were assigned, but the last unit or the unit to which the original job was assigned is still on the scene and will give back the appropriate final disposition other than 10-98. Also, used for resuming patrol from a 10-61 or 10-62.

10-99, Other Final Disposition: A general disposition to be used only when an unusual situation will not fit into one of the other final disposition codes. An explanation is required with this final disposition code, as follows with 10-99T4 - 10-99T9.



POLICE STUDENT'S GUIDE

Police Science



10-99T3, Vehicle Collision – Referred to DMV

10-99T4, Vehicle Collision – No Tow Truck Required

10-99T5, Vehicle Collision – DARF Tow Required

10-99T6, Vehicle Collision – Other Tow Serviced

10-99T7, Vehicle Collision – DARF and Other Tow Serviced

10-99T8, Vehicle Collision – Highway-Authorized Tow Serviced

10-99T9, Vehicle Collision – DARF requested (waited thirty minutes, made second request, and resumed patrol)

RAPID MOBILIZATION

These radio code signals are used to provide personnel at emergency incidents requiring large numbers of officers. They are used only after authorization by a high-ranking supervisor and require that officers performing RMP duty proceed to designated precinct mobilization points and while *enroute*, pick up members performing foot patrol. A supervisor at the mobilization point will give further instructions as to what assignment you will have during the emergency.

CODE	RESPONDING UNIT(S)
Level 1*	SOD Strategic Response Group (SRG)
*Activated by the Patrol Supervisor	
Level 2	Citywide SOD SRG
Level 3	Local borough precinct personnel
Level 4	Citywide precinct personnel

PART IV: REPORTING NON-EMERGENCIES – THE 311 SYSTEM

Civilians have not always used 911 for the reasons it was designed to handle. Responding to these non-emergency calls strained the 911 system, resulting in backlogs, frustrated callers, and deadly consequences due to the delay in responding to emergency calls.

The 311 system is an innovative and creative way of bringing together all City agencies in a unified effort to better serve the public. The **Customer Service Management System (CSMS)**, commonly known as 311, allows us to monitor,



POLICE STUDENT'S GUIDE

Police Science



anticipate, and respond to the quality-of-life issues that plague New York City, while alleviating the workload of the emergency response 911 system.

The 311 system can be accessed by phone (simply dialing **311**), the NYC 311 app, or its own website to ask questions, voice concerns, and lodge complaints in New York City. The following are some examples of non-emergency incidents:

- Report of loud noise;
- Report of a pothole or street light that needs to be fixed;
- Inquiry whether alternate side of the street parking is in effect;
- Inquiry regarding operating hours of public buildings;
- Information about employment within the city;
- Inquiry about garbage collection; or,
- Report of blocked driveways (rotation tow).

If the call is determined to be an emergency, the operator will immediately “hot key” the call to a 911 operator and remain on the line until the caller speaks to a 911 operator. If the call is not an emergency, the caller and all information will be forwarded to the appropriate city agency or precinct determined by a series of questions. The 311 operators do not have control over whom or what agency is assigned the job; the computer determines this and it is based on the way in which the caller answers all the questions asked by the 311 operator. Once a job is assigned to the NYPD, it is directed to a police precinct, transit district, or to a police service area.

The desk officer is responsible for dispatching all service requests in a timely manner and will prioritize the complaints and dispatch jobs as resources become available. The desk officer is required to check the 311 system hourly and acknowledge every service request by changing the status from “**Assigned**” to “**In Progress**” and must **refresh** the 311 system by manually uploading new service requests. They will then assign the respective service request to any unit or uniformed member of the service assigned to the precinct. Two copies of each request for service will be printed; one of which will be given to the assigned officer, while the second copy will be held at the desk. If the desk officer determines the service request is not an NYPD quality-of-life issue, the service request will be closed with a referral to the proper city agency.

The uniformed member of the service will handle the service request in the following manner:



POLICE STUDENT'S GUIDE

Police Science



- Respond to the desk officer for assignment;
- Receive a printed copy of the service request;
- Notify Communication Section at the beginning of the assignment with a 10-61;
- Proceed to handle the service request in a timely manner;
- Write the disposition on the printed copy of the service request and return the copy to the desk officer; and,
- Notify Communication Section at the completion of the precinct assignment that they are available.

The desk officer will make the proper updates in the respective service request via the 311-computer terminal. A finalized printed copy will be produced and held at the desk.



POLICE STUDENT'S GUIDE

Police Science



Supplemental

Effective Communication & Empathy Awareness: Police Field Communications

In class, your instructor will show you a video that will be the topic of a discussion on effective communication and empathy. In order for you to prepare for this discussion, consider the following question regarding interactions between you (the officer) and members of the community. Utilize the skillsets taught to you during the *Effective Communication and Empathy Awareness* Lesson when considering your response.

Topic of Discussion

1. Should chronic 911 callers be shown the same levels of empathy as other 911 callers? Why?