



PATROL GUIDE

Section: General		Procedure No: 200-02	
MISSION, VISION, AND VALUES OF THE NEW YORK CITY POLICE DEPARTMENT			
DATE ISSUED: 04/03/19	DATE EFFECTIVE: 04/03/19	REVISION NUMBER:	PAGE: 1 of 1

MISSION

The mission of the New York City Police Department is to enhance the quality of life in New York City by working in partnership with the community to enforce the law, preserve peace, protect the people, reduce fear, and maintain order.

VISION

The New York City Police Department strives to foster a safe and fair City by incorporating Neighborhood Policing into all facets of Department operations, and solve the problems that create crime and disorder through an interdependent relationship between the people and its police, and by pioneering strategic innovation.

VALUES

In partnership with the community, we pledge to:

Protect the lives and property of our fellow citizens and impartially enforce the law.

Fight crime, both by preventing it and aggressively pursuing violators of the law.

Maintain a higher standard of integrity than is generally expected of others because so much is expected of us.

Value human life, respect the dignity of each individual and render our services with courtesy and civility.





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POLICE OFFICER		
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POLICE OFFICER

1. Perform duty in uniform as indicated on roll call or as directed by competent authority.
2. Monitor portable radio
 - a. Obtain a portable radio from desk officer, if assigned radio is defective.
3. Proceed to post, sector or assignment as directed by supervisor.
 - a. Do not congregate, or engage in unnecessary conversation, with other members of the service while on post, absent police necessity.
4. Comply with meal and post relieving points as directed by commanding officer.
5. Report to desk officer when entering or leaving stationhouse/police service area/transit district during tour of duty indicating reason for presence therein.
6. Be aware of, and inspect, post or sector for conditions requiring police attention.
7. Report immediately to the patrol supervisor and the platoon commander any unusual crime, occurrence or condition.
8. Report conditions not requiring immediate attention to the telephone switchboard operator.
9. Render all necessary police service in assigned area and as otherwise directed.
10. Familiarize self with the everyday routine of people residing, doing business or frequenting post or sector.
11. Investigate suspicious conditions and circumstances on the post.
12. Give attention to crime hazards.
13. When dispatched to an assignment by the telephone switchboard operator, keep the telephone switchboard operator informed of police services rendered.
14. Report police services rendered in another command to desk officer of that command.
15. Call the desk officer when detained at court or elsewhere and unable to return to command at scheduled end of tour.
16. Maintain digital **Activity Log**.
17. Preserve completed **ACTIVITY LOGS (PD112-145)** and produce them as required by competent authority.
18. Do not leave post/sector until meal actually commences and be back on post when meal is over. (Travel time is not authorized).
19. When assigned as a steady sector officer in a Neighborhood Policing command:
 - a. Perform duty in uniform as permanently assigned member of sector car.
 - b. Adhere to *P.G. 202-02, "Radio Motor Patrol Operator,"* or *P.G. 202-03, "Radio Motor Patrol Recorder,"* depending on assignment of the day.
 - c. Respond to calls for service in assigned sector.
 - d. Address conditions of mutual importance in assigned sector, as appropriate, when notified by neighborhood coordination officer.
 - e. Participate in community meetings in assigned sector.

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POLICE OFFICER (continued)

- f. When not assigned to calls for service, utilize uncommitted time to assist neighborhood coordination officers in implementing strategies to address crime and order maintenance problems within assigned sector.

NOTE

Uncommitted time is utilized by steady sector officers to engage the community, participate in community meetings, address conditions, and conduct enforcement operations. Uncommitted time consists of approximately two hours and forty minutes, or one-third of an eight hour tour, to be taken by steady sector officers as conditions dictate, in one or more blocks of time.

- g. Notify Communications Section radio dispatcher utilizing radio code signal 10-75C for community visits and radio code signal 10-75D when addressing sector conditions and make detailed digital **Activity Log** entries to initiate uncommitted time.
- h. Be knowledgeable about crime conditions, community issues, and resources in assigned sector.
- i. Obtain sector crime information from precinct crime analysis personnel weekly and as needed.
- j. Review crime analysis reports and become well-versed in crime patterns and trends within assigned sector, with the assistance of precinct crime analysis personnel.
- k. Utilize the **OFFICER SELF-REPORT FORM** on the Craft application to report achievements in crime prevention, problem-solving, community engagement, etc.

NOTE

Steady sector officers will not be utilized as backfill for other precinct assignments (i.e., shooting posts, prisoner transports, hospital posts, etc.).

Steady sector officers will not be assigned to details during regularly-scheduled tours of duty without permission of the Bureau Chief concerned, the Chief of Department or the Police Commissioner.

- 20. When assigned as a response officer in a Neighborhood Policing command:
 - a. Perform duty in uniform.
 - b. Adhere to P.G. 202-02, "Radio Motor Patrol Operator," or P.G. 202-03, "Radio Motor Patrol Recorder," depending on assignment of the day.
 - c. When assigned to response car, patrol as determined by platoon commander or other competent authority.
 - d. Answer calls for service so that steady sector officers can engage in uncommitted time.
 - e. Provide back-up for and assist sector cars, when necessary.



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Section: Duties and Responsibilities

Procedure No: 202-02

RADIO MOTOR PATROL OPERATOR

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RADIO MOTOR PATROL OPERATOR

1. Inspect the serviceability of seatbelts in the radio motor patrol car.
 - a. Notify patrol supervisor of any deficiencies found in accordance with *P.G. 219-01, "Inspection of Department Vehicles Each Tour by Operator."*
2. Wear safety belts.
 - a. Wear three-point safety belts, when provided.
 - b. Wear two-point safety belts (lap belts) if three-point safety belts are not provided.
 - c. Use safety belt extender when three-point safety belt becomes difficult to engage due to space constraints.

NOTE

There is an increased risk of significant injury to members of the service who do not wear safety belts. There is no question that wearing a safety belt when involved in a motor vehicle collision reduces the extent and severity of injuries and saves lives.

Therefore, the wearing of safety belts is required for all individuals operating or riding in a Department vehicle (marked or unmarked) or a private vehicle authorized for Department use. Safety belts may be removed only when a member of the service is involved in what appears to be a dangerous tactical situation and the wearing of the safety belt may impair the member's ability to take police action.

3. Inspect Ballistic Window Inserts and Window Insert Wedges for proper installation and damage, if vehicle is so equipped.
 - a. Immediately report deficiencies to the patrol supervisor.
4. Operate car for the entire tour when assigned as driver of ranking officer.
 - a. Monitor radio messages directed to assigned area when supervisor is out of car.
5. Permit only uniformed members of the service performing related police duty to enter or ride in a radio motor patrol car on patrol.
6. Respond to messages of serious police emergency within five blocks of location even if messages are directed to another car, regardless of sector, precinct and borough boundaries.
7. Do not carry electric blasting caps in vehicles or transmit within 150 feet of any electric blasting operation.
8. Leave radio on and have the car ready for instant use when car is being cleaned or supplied with fuel.
 - a. Do not put car out of service if fuel is to be obtained in assigned command.
9. Avoid remaining in areas where radio reception is poor.
10. Proceed to an emergency scene with due caution. (Do not use the siren unnecessarily; approach the scene of a reported crime quietly).
11. Take RMP car out of assigned sector when:
 - a. Directed by competent authority, or
 - b. Answering an emergency call, or

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RADIO MOTOR PATROL OPERATOR (continued)

- c. Servicing, repairing or cleaning required, with permission of desk officer.
12. Constantly patrol assigned sector.
13. Do not unnecessarily leave the car unattended.
 - a. Remove keys and lock car when answering call.
 - b. Do not leave portable radio in car.
14. Position car at scene of an emergency to avoid obstructing, or being blocked by, emergency apparatus.
15. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
16. Perform the duties of recorder when none is assigned.
17. Inspect the car when reporting for duty (see *P.G. 219-01, "Inspection of Department Vehicles Each Tour by Operator"*).
18. Make digital **Activity Log** entry of findings, odometer reading and amount of gasoline in the tank as registered by the indicator, in addition to all other required entries as per *P.G. 212-08, "Activity Logs."*
19. Notify the desk officer when a car requires speedometer repairs or other repairs or replacement of parts or accessories, including tires and tubes.
20. Operate car in manner to avoid injury to person or damage to property.
21. Drive at slow rate of speed except under exceptional circumstances or extreme emergency.
22. Operate RMP car only when assigned and only when Department qualified to operate such vehicle.
23. Take care of car and accessories, equipment and tools assigned.
24. Cooperate with other operators of same car to which assigned in care and maintenance, particularly cleaning, washing and keeping the car in proper operating condition.
25. Make minor repairs to car when possible.
26. Enter appointment for preventive maintenance on sticker affixed to vehicle.
27. Deliver car for regular preventive maintenance inspection as scheduled on sticker affixed to vehicle.
28. Do not tow or push another vehicle with RMP car.

NOTE *Highway District vehicles equipped with "protective bumper guards" may push disabled vehicles obstructing active traffic lanes to the nearest location where it may be parked safely. In **NO** event will disabled vehicles be pushed to repair shops or onto private property (see *P.G. 214-31, "Removal of Vehicles From Parkways, Highways and Expressways"*).*



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RADIO MOTOR PATROL RECORDER		
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RADIO MOTOR PATROL RECORDER

1. Assist Radio Motor Patrol Operator in inspection of seatbelts.
 - a. Inform Radio Motor Patrol Operator of any deficiencies found and record findings in digital **Activity Log**.

NOTE

Report seatbelt deficiencies to the Patrol Supervisor.

2. Ride in the front seat of radio motor patrol car, except when transporting prisoner, emotionally disturbed person, etc., in a radio motor patrol car not equipped with a fiberglass partition.
 - a. Wear three-point safety belts, when provided.
 - b. Wear two-point safety belts (lap belts) if three-point safety belts are not provided.
 - c. Use safety belt extender when three-point safety belt becomes difficult to engage due to space constraints.

NOTE

There is an increased risk of significant injury to members of the service who do not wear safety belts. There is no question that wearing a safety belt when involved in a motor vehicle collision reduces the extent and severity of injuries and saves lives.

Therefore, the wearing of safety belts is required for all individuals operating or riding in a Department vehicle (marked or unmarked) or a private vehicle authorized for Department use. Safety belts may be removed ONLY when a member of the service is involved in what appears to be a dangerous tactical situation and the wearing of the safety belt may impair the member's ability to take police action.

3. Notify radio dispatcher of the presence of a non-member of the service (e.g., prisoner, complainant, witness, abandoned child, emotionally disturbed person, etc.), the time entering the RMP, their gender and the beginning mileage.
 - a. Notify radio dispatcher of time person exits RMP and ending mileage, upon arrival at destination.
 - b. Search passenger area of RMP for contraband, weapons or other property immediately upon conclusion of trip.
 - c. Enter in digital Activity Log:
 - (1) Time trip starts,
 - (2) Identify of person being transported,
 - (3) Location of beginning and end of trip,
 - (4) Purpose of trip, and
 - (5) Results of vehicle inspection.
4. Operate the radio.
5. Record in digital **Activity Log**, radio messages directed to car, including time, location of call and type of case, in addition to all other required entries as per *P.G. 212-08, "Activity Logs."*
 - a. Enter disposition of each call and time of completion.

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**RADIO MOTOR
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RECORDER
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6. Transmit disposition or interim disposition to radio dispatcher immediately upon completion of assignment and before leaving the scene of assignment.
 - a. Transmit interim disposition to radio dispatcher if required to proceed to another location in connection with current assignment.
 - b. Notify desk officer of disposition of assignments originating from command or other important assignments of an unusual nature.
7. Notify the radio dispatcher if undue delay is encountered in response to a radio message.
8. Prepare all necessary reports and records connected with police action taken jointly with operator, while assigned as recorder.
9. Notify desk officer if radio becomes inoperative.
10. Obtain permission from radio dispatcher to place R.M.P. auto out of service for minor repairs.
11. Notify radio dispatcher of all assignments including pickup assignments, not emanating from Communications Section.
 - a. Give location and nature of assignment.
12. Carry duplicate set of keys for vehicle to which assigned during the entire tour of duty.





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MOTOR SCOOTER OPERATOR		
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MOTOR SCOOTER OPERATOR

1. Operate scooter at a slow, safe rate of speed.
 - a. Three-wheel scooters may be operated on all tours at speeds not exceeding twenty M.P.H.
2. Operate scooter with headlight on at all times.
3. Do not use scooter to pursue motor vehicles nor be assigned to expressways or parkways.
4. Check road conditions of entire post and make digital **Activity Log** entry immediately after arrival on post.
5. Request reassignment when original assignment is hazardous due to spillout from trucks, construction or other poor road surface conditions.
6. Do not perform scooter duty when:
 - a. Rain, snow, sleet, heavy fog, or any precipitation causes ground to become slippery.
 - (1) Three-wheel scooters may be used in moderate rain and fog.
 - b. Patches of snow or ice remain from previous storm.
 - c. High winds interfere with control of scooter.
 - d. Temperature falls below 32 degrees Fahrenheit, 0 degrees Celsius (except three-wheel scooter).
7. Receive refresher training in motor scooter operation when member:
 - a. Has been involved in scooter collision.
 - b. Has not operated a Department scooter within six months period and is being considered for assignment to operate scooters.
 - c. Has performed scooter duty for one year period without attending refresher course.
8. Inspect scooter to ensure it is in serviceable condition and enter in digital **Activity Log** findings, odometer reading and amount of gasoline in tank.
9. Operate scooter only when assigned, properly licensed and designated as qualified Department Scooter Operator.
10. Monitor portable radio.
11. Wear dual-purpose protection/scooter helmet with face shield in place.
 - a. Face shield is not required to be in place when operating three-wheel scooter.
12. Wear reflective traffic safety vest during hours of darkness.
13. Obey traffic control devices.
 - a. Siren and roof lights installed on three-wheel scooters will be operated when necessary.
14. Use extreme caution when approaching intersection or making turns.
15. Do not respond to radio runs unless specifically directed by radio dispatcher.



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NEIGHBORHOOD SAFETY TEAM OFFICER		
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SCOPE

Neighborhood Safety Teams are only authorized for the following commands: 23rd precinct, 25th precinct, 28th precinct, 32nd precinct, 34th precinct, 40th precinct, 41st precinct, 42nd precinct, 43rd precinct, 44th precinct, 46th precinct, 47th precinct, 48th precinct, 49th precinct, 52nd precinct, 67th precinct, 69th precinct, 71st precinct, 73rd precinct, 75th precinct, 77th precinct, 79th precinct, 81st precinct, 83rd precinct, 101st precinct, 103rd precinct, 105th precinct, 113th precinct, 114th precinct, 120th precinct, Police Service Area 2, Police Service Area 3, Police Service Area 5, and Police Service Area 7.

UNIFORMED MEMBER OF THE SERVICE

1. Perform duty in specifically prescribed uniform.
 - a. Be equipped with all required equipment as described in [A.G. 305-08, "Required Equipment."](#)
 - b. Identify yourself as a Police Officer prior to taking enforcement action, when feasible.
2. Maintain daily record of activity in digital **Activity Log**.
3. Inform radio dispatcher when responding to, or present at the scene of a police incident.
4. Employ creative crime reduction, precision policing, and community engagement strategies to effectively improve the quality of life, increase trust and build relationships with the people and communities of New York City.
 - a. Reduce violent street crime by identifying, investigating and apprehending individuals who possess illegal firearms, jeopardize public safety, or erode quality of life.
5. Deploy in areas based on current crime trends and statistics, giving special attention to times/locations prone to violent street crimes (e.g., robberies, felonious assaults, shootings, and firearms/weapons-related offenses) within command of assignment, as directed by the commanding officer.
6. No more than three neighborhood safety team members, including a supervisor, may be assigned to a Department vehicle per tour.
7. Develop intelligence for possible search warrants, associates from past crimes and any crime related information, with the assistance of the command field intelligence officer, through prisoner debriefings and/or confidential informant's intelligence.
8. Do not conduct lineup or show photographs without permission of precinct detective squad supervisor or qualified supervisor of investigating unit.
9. Do not perform duty in plainclothes or conduct decoy operations.
10. Do not perform duty as a member of a neighborhood safety team prior to attending the Department's neighborhood safety team training.



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TRAFFIC SAFETY OFFICER		
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TRAFFIC SAFETY OFFICER

1. Serve on the precinct Traffic Safety Team and advise team members on traffic related issues and concerns.
2. Review and analyze all **Police Accident Reports (MV104AN)**.
 - a. Note any deficiencies and bring to the attention of the precinct training sergeant.
3. Duplicate and forward collision reports, on a daily basis, to the Highway Unit concerned for collisions occurring on limited access highways.
4. Duplicate and forward collision reports to other agencies (Department of Motor Vehicles, Taxi and Limousine Commission, etc.), when necessary.

NOTE

*All duplicate **Police Accident Reports** for outside agencies will be placed in a white envelope, addressed appropriately (e.g., Office of the Comptroller, One Centre Street, New York, NY 10007, attn: CIF Department) and forwarded to the Mail and Distribution Unit.*

5. Fax copy of all **Police Accident Reports** involving a “crossover” collision to the Corporation Counsel and the Highway District.

NOTE

A crossover collision is a motor vehicle collision occurring on a surface road or limited access highway where a motor vehicle strikes or crosses over any type of median (jersey barrier, guard rail, divider, fence, etc.) separating opposing traffic.

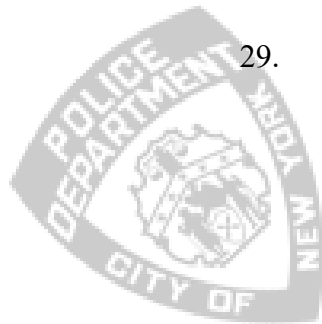
6. Analyze and process **TRAFFIC INTELLIGENCE REPORTS (PD178-150)**.
7. Forward **TRAFFIC INTELLIGENCE REPORTS** that cannot be addressed on the precinct level to the Patrol Borough Traffic Safety Coordinator.
8. Identify collision prone locations and determine contributing factors for each location.
9. Survey all collision-prone locations and determine contributing factors for each location.
10. Recommend necessary engineering, enforcement and education strategies for collision reduction.
11. Forward necessary enforcement information (days and hours collisions are occurring, contributing factors, e.g. weather conditions, etc.) to other units providing summons enforcement in the precinct, such as the Strategic Response Group, Highway Units, Citywide Traffic Task Force, etc.
12. Maintain a liaison with the city’s Department of Transportation regarding engineering recommendations.
13. Issue appropriate summonses at collision-prone locations.
14. Maintain copies of construction permits, visit construction sites and issue summonses for permit violations.
15. Count, record by category (e.g., red lights, improper turn, etc.), and process relevant summonses.
16. Enter information of each Moving summons served into the “B” Summons application in the Finest Online Records Management System (FORMS) using the “Paper” option on a daily basis.

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TRAFFIC SAFETY OFFICER (continued)

- a. Enter the serial number from the top left of the Moving summons and complete all appropriate caption in FORMS.
- b. Store original and copies of Moving summonses in a secure location at command.
17. Maintain and update the precinct Traffic Safety Plan and Emergency Plans "A", "B" and "C".
18. Evaluate and monitor the precinct Pedestrian Safety Program.
19. Attend patrol borough traffic safety meetings.
20. Compile necessary statistical data for Traffic Safety Forum meetings and attend meeting with executive officer when precinct is scheduled for a presentation.
21. At the direction of the commanding officer, attend community council and Safety Board meetings, as well as other public forums to discuss traffic safety.
22. Coordinate activities with the Community Affairs Officer to reduce collisions involving children.
23. Coordinate traffic related training (speed enforcement technology, construction site enforcement, school crossing guards, etc.) with the training sergeant.
24. Prepare and/or forward all traffic related reports, as appropriate.
25. Review the **HIGHWAY CONDITION RECORD (PD311-151)** for conditions that require notification to, or follow-up with, other agencies (Department of Transportation, Parks, etc.)
26. Prepare **MISSING TRAFFIC CONTROL DEVICE REPORT (PD620-150)** and forward to the appropriate Department of Transportation Borough Commissioner.
27. Maintain and update the precinct's traffic safety bulletin board to keep members current on collision-prone locations, school/church crossings and other traffic safety information.
28. Serve on the Precinct Vehicle Collision Safety Review Board and process necessary reports.
29. Review on a daily basis all summonses for moving violations and violations returnable to criminal court and to the Office of Administrative Trials and Hearings (OATH).
 - a. Identify those summonses issued to owners/operators of vehicles licensed or those owners/operators of vehicles that should be licensed by the New York City Taxi and Limousine Commission.
 - b. Reproduce two photocopies of each summons, entering on the top of each photocopy the next respective sequential number from the "Report of Violation" log, and then forward one of the photocopies to the New York City Taxi and Limousine Commission.
 - c. File remaining photocopy of summons in rear of "Report of Violation" log or command file.



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NOTE

All Traffic Safety Officers MUST be familiar with the Procedural Manual for Traffic Safety Officers.

The duties and responsibilities of the Traffic Safety Officer are substantial and are fundamental in establishing an effective traffic safety program. Commanding officers will not assign duties to the Traffic Safety Officer that are unrelated to traffic. In precincts that have a large number of collision prone locations, the assignment of an Assistant Traffic Safety Officer may be warranted.





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DOMESTIC VIOLENCE PREVENTION OFFICER		
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DOMESTIC VIOLENCE PREVENTION OFFICER

1. Perform duty in uniform, unless specifically authorized to do otherwise.
 - a. Tours of duty will be set in accordance with command needs.
2. Review **New York State Domestic Incident Reports (DCJS-3221)**.
 - a. Forward copy of **New York State Domestic Incident Report** to precinct detective squad for incidents occurring within command.
3. Review each tour's ICAD history of dispatched jobs and ensure that a **New York State Domestic Incident Report** has been prepared for all assignments in which a 10-90F1, 10-90F2, 10-90J1, 10-90J2, 10-92F, 10-92J, 10-93F, or 10-93J radio code disposition has been given.
4. Identify and monitor locations and victims requiring special attention by utilizing information obtained from all available sources (including all members of the household who may be at risk).
 - a. Enter all persons/families listed on the command High Propensity List (HPL) and Child At Risk List (CAR) into the Domestic Violence Information Management System (DVIMS).
 - b. Update the online HPL information regularly.
5. Maintain contact with complainants for incidents occurring within command (e.g., telephone calls, home visits, or interviews at the command, depending on the complainant's needs and preferences) and document all contact attempts in DVIMS.
 - a. Use caution when attempting to contact victims so as not to alert the alleged offender of police intervention.
6. Confer with the precinct detective squad or Special Victims Squad investigator concerned before contacting victims whose open complaints have been referred to either squad to avoid compromising ongoing investigations.
7. Notify Communications Section, prior to conducting a family/home visit, by utilizing radio code "10-75F" and give the address, and if applicable, the apartment number of the visit.
8. Effect summary arrests in adherence with *P.G. 208-36, "Family Offenses/Domestic Violence,"* if during the course of a home visit, interview, etc., a wanted offender is present.
 - a. Review the automated computer warrant check on individuals identified on the **New York State Domestic Incident Report** through DVIMS, prior to conducting a home visit, interview, etc.
9. Document any visits to domestic violence victim(s), and/or offender(s), as follows:
 - a. Record home visits (successful or unsuccessful) in the Finest Online Records Management System's (FORMS) Home Visit tab
 - b. Submit completed Home Visit reports for supervisor review through FORMS.

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NOTE

Once approved, Home Visit reports will automatically populate in the appropriate DVIMS case.

**DOMESTIC
VIOLENCE
PREVENTION
OFFICER
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10. Relay information concerning victims or locations requiring special attention to other command personnel, including the precinct detective squad investigators, neighborhood coordination officers, youth coordination officers, and patrol officers.
11. Furnish complainants/victims with information concerning their rights, particularly the Right of Election, providing explanation if necessary.
 - a. Advise complainants/victims of the availability of Orders of Protection.
 - b. Advise domestic violence victims who have relocated, or are planning to relocate, due to safety concerns that they may be eligible to participate in the New York State Address Confidentiality Program to shield their addresses.
 - (1) Refer victims who wish to participate in the New York State Address Confidentiality Program to the New York State Department of State's website for additional information.
12. Assist in the serving of Orders of Protection, when requested.

NOTE

The above responsibility addresses all Orders of Protection served between Family/Household - Expanded Definition members, NOT the temporary Orders of Protection from Family Court as outlined in P.G. 212-57, "Service of Family Court/Supreme Court Orders of Protection by Uniformed Members of the Service."

13. Advise complainants of the availability of counseling, assistance, and shelter.

**ADDITIONAL
DATA**

DOMESTIC VIOLENCE HOME VISIT CHECKLISTS are potential Rosario material, and must be maintained at the precinct of occurrence. When requested, or if an arrest is effected, the arresting officer must ensure that the Assistant District Attorney is provided with a copy of the **DOMESTIC VIOLENCE HOME VISIT CHECKLIST** in regard to the incident.

Domestic violence prevention officers equipped with a Body-Worn Camera (BWC) will record home visits and other mandatory recording events as per P.G. 212-123, "Use of Body-Worn Cameras." Officers will have the discretion to stop recording upon the request of the victim/witness under certain circumstances. In addition, BWC videos will be "tagged" accordingly (e.g., DV Home Visit, etc.).



PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-08

YOUTH COORDINATION OFFICER

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YOUTH COORDINATION OFFICER

1. Report direct to neighborhood coordination sergeant, and keep informed of all juvenile issues and conditions.
2. Perform duty in uniform and patrol areas frequented by youth.
3. Be equipped with Body-Worn Camera and comply with *P.G. 212-123, "Use of Body-Worn Cameras,"* as appropriate.
4. Perform tours of duty that correspond with youth related crime.
 - a. Perform duty for a minimum of four hours during third platoon.
5. Serve as principal liaison for any at risk youth within precinct or police service area of assignment.
 - a. Confer with precinct domestic violence prevention officers to identify home conditions that contribute to youth violence, including cases involving child abuse.
6. Maintain close communication, and coordinate with steady sectors, neighborhood coordination officers, domestic violence prevention officers, and field intelligence officers when investigating youth related crime.
7. Develop strategies to address youth crime within command of assignment.
 - a. Use community based services, relevant City agencies, and Department units (e.g., Youth Strategies Division, etc.), as necessary.
8. Follow up on all crimes, petty and serious, committed by youths.
 - a. Confer regularly with field intelligence officer, precinct detective squad, domestic violence prevention officers, and precinct crime analysis unit regarding youth crime.
 - b. Keep apprised of repeat youthful offenders, incidents involving multiple crimes committed by youths, and patterns involving youths.
9. Review arrest notifications received from Juvenile Crime Desk regarding youths residing in precinct or police service area of assignment.
 - a. Attempt to involve petty offenders in positive youth groups.
 - b. Document investigative steps taken regarding youth crime in Enterprise Case Management System (ECMS), as appropriate.

NOTE

Depending on the severity of the charges, and the youth's history, the Juvenile Crime Desk will provide information that may include Recidivist Tracking and Reporting Database and/or Domain Awareness System (DAS) reports. Youth coordination officers will conduct follow ups on all notifications received, and make conferrals/referrals, as appropriate.

10. Review **COMPLAINT REPORTS (PD313-152)** involving youth victims and perpetrators daily.
 - a. Maintain contact with victims of crime and follow up, as necessary.
11. Review **JUVENILE REPORT SYSTEM WORKSHEETS (PD377-159A)** prepared for youths residing in precinct or police service area, as appropriate.

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YOUTH COORDINATION OFFICER (continued)

12. Contact parents/guardians and warn of offenses committed by their children that resulted in a **YOUTH REFERRAL (PD377-153)**, **ONLINE BOOKING SYSTEM ARREST WORKSHEET (PD244-159)**, or **JUVENILE REPORT SYSTEM WORKSHEET**.
13. Confer with precinct detective squad, domestic violence prevention officer and field intelligence officer prior to visiting youth at home for any purpose, to ensure ongoing investigations will not be compromised.
 - a. Ensure Body-Worn Camera is activated during visit.
 - b. Notify radio dispatcher using radio code signal 10-75Y prior to youth home visit.
 - c. Notify radio dispatcher using radio code signal 10-75Y1 after a successful youth home visit.
 - d. Notify radio dispatcher using radio code signal 10-75Y2 after an unsuccessful home visit.
 - e. Document details of visit in digital Activity Log and Enterprise Case Management System (ECMS), as needed.

NOTE

Members of the service have the discretion to deactivate Body-Worn Camera upon request of an involved party when it is safe and advisable to do so after consideration of all circumstances, including the requestor's desire for privacy and confidentiality. Recordings are to be tagged accordingly (e.g., youth coordination officer home visit, etc.).

14. Coordinate, guide, and develop youth programs to foster positive relationships with youth and families.
 - a. Identify underutilized public spaces that could be activated or repurposed for youth programs and coordinate with Youth Strategies Division.
15. Visit schools and confer with school principals and school safety personnel to help reduce and prevent violence.
16. Be familiar with current case law governing juvenile arrest processing, in particular, those procedures related to conducting juvenile interviews and interrogations.
17. Collaborate with Administration for Children's Services (ACS), Juvenile Probation, Corporation Counsel, Family Court and District Attorney's Office regarding youth related matters.
 - a. Monitor cases involving youth felony offenders ages 16 and 17, and if cases are being adjudicated in Family Court or Criminal Court.
18. Assist juvenile complainants and witnesses with court processes.
19. Serve as an information resource and advise command personnel, parents and community groups on youth matters.
20. Assist in processing runaways, abused children, and those youths requiring shelter, when necessary.

ADDITIONAL DATA

Youth coordination officers assigned to precincts that are not patrolled by the Housing Bureau will remain responsible for the duties in this procedure as it relates to youths residing in public housing developments within the precinct.

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**ADDITIONAL
DATA
(continued)**

Furthermore, youth coordination officers will not be utilized as backfill for other precinct assignments (e.g., prisoner transports, hospital posts, etc.), or assigned to details during their regularly scheduled tours of duty without permission of the Police Commissioner, Chief of Department or bureau chief concerned.

Youth coordination officers will not ordinarily be assigned juvenile arrests.



NYCPD



PATROL GUIDE

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ARREST PROCESSING OFFICER		
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ARREST PROCESSING OFFICER

1. Perform duty in uniform.
2. Report to operations coordinator.
3. Perform arrest processing related tasks as directed by desk officer.
4. Assist arresting officer in all facets of arrest processing, including, but not limited to:
 - a. Running warrant and license checks,
 - b. Completing all arrest related paperwork,
 - c. Fingerprinting,
 - d. Obtaining additional contact information (i.e., cell/work/home phone number, email address, preferred mailing address, etc.),
 - e. Obtaining DNA, when warranted, for Desk Appearance Ticket arrests,
 - f. Ensuring all uniformed members of the service properly “categorize” and “tag” videos associated with arrests.
5. Liaise with District Attorney’s office regarding:
 - a. The identification and acquisition of any discovery material (e.g., any documents or recordings related to the incident) necessary for prosecution,
 - b. The availability of members of the service, and
 - c. Communication issues (i.e., length of time to confer, problems with arrest paperwork, etc.).
6. Liaise with borough Court Section regarding issues with arrest processing (i.e., delays, arresting officers awaiting affidavit preparation, etc.).

NOTE

The arrest processing officer will be responsible for all additional arrest related functions dictated by the needs of individual commands/patrol boroughs, and as requested by their respective commanding officers.

In addition, if the arrest processing officer is with the prisoner and the arresting officer is NOT present, the arrest processing officer will request appropriate relief before leaving the prisoner to attend to other aspects of arrest processing. A member of the service will be with the prisoner at all times.



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COMMUNITY AFFAIRS OFFICER		
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COMMUNITY AFFAIRS OFFICER

1. Attend community council meetings and assist in stimulating and coordinating council activities.
2. Forward monthly report of council meeting programs and operations to Chief of Community Affairs through borough community affairs coordinator and Commanding Officer, Community Outreach Division and Crime Prevention Division.
3. Establish personal contact with civic and community groups within the command and attend meetings as directed.
4. Perform duties in relation to community council in addition to crime and delinquency prevention, as directed.
 - a. Maintain liaison with community/youth council leadership.
5. Act as liaison between the Community Council Executive Board and the commanding officer.
6. Inform commanding officer and borough community affairs coordinator of all new and/or revised activities of unusual events and demonstrations.
7. Maintain a close liaison with the management of facilities within commands where large events are held.
8. Maintain an open constructive avenue of communication with other members of the service to allow for exchange of ideas and information regarding the community.
9. Maintain daily contact with the special operations lieutenant to combine efforts for attention to areas of sensitive complaints and the needs of the residents.
10. Visit schools, houses of worship, hospitals and similar public institutions frequently.
 - a. Confer with principals, clergy, administrators, etc., on delinquency and other youth related problems.
11. Investigate incidents and conditions that may lead to intra/inter group community unrest.
 - a. Respond to disorders, demonstrations, racial conflicts or other unusual conditions resulting in large groups on the street, as directed by the commanding officer or other ranking officer in charge.
12. Assist commanding officer in:
 - a. Keeping members of command informed of community affairs problems
 - b. Developing and implementing community affairs programs.
13. Assist training sergeant in developing related police/community affairs in-service training, including the use of guest speakers.
14. Maintain liaison with Crime Prevention Officer, Neighborhood Coordination Officer and Youth Coordination Officer to ensure mutual cooperation and support.
15. Perform other community affairs duties as directed by commanding officer or other competent authority.

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**COMMUNITY
AFFAIRS
OFFICER
(continued)**

16. Wear appropriate business attire when not performing duty in uniform.
17. Administer the MedicAlert + Alzheimer's Association Safe Return program.
18. Contact every nursing home and similar facility in the command to ensure that these facilities know about and are taking advantage of the MedicAlert + Alzheimer's Association Safe Return program and to describe this program at community meetings, council meetings and every other appropriate forum they address.
19. Review **MISSING/UNIDENTIFIED PERSON REPORTS (PD336-151)** for the names of special category persons who have been reported missing in the past and contact the families of, and/or the persons responsible for, persons with cognitive impairments and ascertain if they registered with the MedicAlert + Alzheimer's Association Safe Return program.
 - a. Provide information about the program if they have not registered and encourage them to register by contacting the Alzheimer's Association New York City Chapter twenty-four hour helpline at 1-800-272-3900 for free information and support.





PATROL GUIDE

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NEIGHBORHOOD COORDINATION OFFICER		
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NEIGHBORHOOD COORDINATION OFFICER

1. Perform duty in uniform.
2. Work flexible tours as sector conditions and community needs dictate.
 - a. Work same tour as other neighborhood coordination officer assigned to sector, unless one officer is assigned to a court tour or is on vacation/leave, etc.
3. Patrol sector in a manner that strengthens the lines of communication with residents, schools and businesses in the sector, as well as preventing crime and disorder.
4. Notify steady sector officers to conditions of mutual importance in assigned sector.
 - a. Keep neighborhood coordination sergeant informed of all such conditions.
5. Coordinate and lead sector efforts to engage the community and address problems of concern to the community by establishing effective and continuous communication with officers assigned to the sector and members of the community regarding the development and implementation of strategies to address crime and order maintenance problems within the sector.
6. Regularly confer with residents, business persons, officials at public institutions (i.e., schools and hospitals), clergy, and community leaders within the sector.
7. Visit schools frequently and confer with school principals and school safety agents at public schools regarding problematic conditions, violent crime, and gang/crew activity. When possible, participate in school activities/events to build positive relationships with students.
8. Regularly confer with sector car officers, patrol supervisors, platoon commanders, special operations lieutenant, neighborhood coordination sergeant, field intelligence officer, community affairs officer, etc.
 - a. Meet regularly with the precinct crime prevention officer to determine outreach efforts.
9. Assist precinct detective squad with open cases in assigned sector by conducting canvasses, etc. and updating the Electronic Case Management System (ECMS), as directed by the assigned detective/squad supervisor.
10. Develop strategies to identify and address crime and quality-of-life problems affecting the sector, and coordinate police, City, and community resources to implement strategies.
11. Initiate contact with other Department units, governmental agencies, as appropriate, regarding strategies to address sector conditions, and render assistance, as necessary.
12. Convene and participate in community and block association meetings and if none exist, work with community to start groups.
13. Maintain a close liaison with the management of facilities within sector where large events are held.

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NEIGHBORHOOD COORDINATION OFFICER (continued)

14. Visit schools, houses of worship, hospitals and similar public institutions frequently.
15. Assist youth coordination officer in identifying at-risk juveniles who reside in sector and referring youth to Department, City, and community-based social services and prevention programs.
16. Confer with precinct domestic violence officers to ascertain the identity of recurrent domestic violence offenders with a propensity for violence who reside in sector.
17. Obtain sector crime information from precinct crime analysis personnel weekly and as needed.
18. Review crime analysis reports and be well-versed in crime patterns and trends within assigned sector, with the assistance of precinct crime analysis personnel.
19. Develop, with community input, where possible, innovative plans in the area of crime prevention, patrol, community affairs, etc.
20. Create and maintain a database of key community contacts, including name, address, phone number, email, business, title, etc. for assigned sector.
21. Perform patrol duty as a sector officer in assigned sector only when sector officer is unavailable or as otherwise necessary.
22. Perform other duties as directed by the neighborhood coordination sergeant.
23. Liaise with counterpart in other Bureaus (i.e., if assigned to a Patrol Bureau precinct, liaise with appropriate counterpart in Housing Bureau and Transit Bureau, and vice versa).
24. Utilize the **OFFICER SELF-REPORT FORM** on the Craft application to report achievements in crime prevention, problem-solving, community engagement, etc.
25. Utilize Neighborhood Policing Application to assist in conducting neighborhood policing functions, as applicable.

NOTE

Neighborhood coordination officers will not be utilized as backfill for other precinct assignments (i.e., shooting posts, prisoner transports, hospital posts, etc.).

Neighborhood coordination officers will not be assigned to details during their regularly scheduled tours of duty without permission of the Bureau Chief concerned, the Chief of Department, or the Police Commissioner.

All members of the service who are serving as neighborhood coordination officers are authorized to wear a NCO breast bar above their shield, immediately below any Unit Citation or individual recognition awards, for the duration of their tenure in the assignment.



PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-12

COMMAND AUXILIARY POLICE COORDINATOR

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COMMAND AUXILIARY POLICE COORDINATOR

1. Perform tours of duty that coincide with the tours of auxiliary police personnel, when possible.
2. Perform duty in uniform.
3. Assist commanding officer and special operations lieutenant in the command's problem solving objectives by coordinating and maintaining a liaison with neighborhood coordination officers, crime prevention officer, community affairs officer, and youth coordination officer.
4. Coordinate all auxiliary police activities within command.
5. Recruit new members into the Auxiliary Police Program continually by developing strategies with the Commanding Officer, Auxiliary Police Section and recruitment staff.
6. Interview, enroll, investigate, and fingerprint auxiliary police applicants.
7. Examine and verify all information submitted, including proof of residence, employment, citizenship, etc.
 - a. Verify by written documentation that on-file applicant is a permanent resident or possesses a valid visa issued by U.S. Citizenship and Immigration Services.

NOTE

Foreign nationals who have permanent residence status or hold a valid visa also qualify for the Auxiliary Police Program.

8. Prepare paperwork for members in biannual basic training class, as scheduled by the Auxiliary Police Section, Training Unit.
 - a. Contact the Auxiliary Police Section, Training Unit to schedule training (e.g., RMP, 12 passenger van, bicycle, etc.).
9. Identify and recommend to the special operations lieutenant suitable auxiliary police who have been trained in, and have volunteered to participate in, the "Purchase of Alcohol to Minors" operation.
10. Obtain shields, identification cards and uniforms of inactive members and process accordingly.
11. Submit requests for recognition awards and promotion to the Auxiliary Police Section through borough auxiliary police coordinator concerned.
12. Include monthly figures on required Auxiliary Police Section form and forward to the borough auxiliary police coordinator and Auxiliary Police Section.
13. Inspect auxiliary police officers at roll call, make assignments, and provide instruction on current orders, directives, bulletins, etc., issued by Commanding Officer, Auxiliary Police Section.
14. Supervise auxiliary personnel in the field upon deployment, as per *P.G. 212-100, "Auxiliary Police Supervision and Deployment of Personnel."*
15. Confer with the commanding officer and special operations lieutenant to develop plans for optimum use of auxiliary police members in the event of an emergency.

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**COMMAND
AUXILIARY
POLICE
COORDINATOR
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- a. Ensure that auxiliary police mobilization plans are developed and tested by the command and all auxiliary police personnel are instructed on the provisions of the plans.
16. Safeguard and maintain all equipment and supplies assigned for auxiliary police use.
17. Inspect all portable radios and the supply of bullet resistant vests assigned to command for auxiliary police use, when performing duty.
 - a. Document inspection by listing serial numbers of portable radios and bullet resistant vests assigned to the command for auxiliary police use in the Auxiliary Police Unit Command Vest/Radio Log and indicate if all property is present and accounted for. (See *ADDITIONAL DATA* statement.)
 - b. Ensure all bullet resistant vests are stored in a separate secure locker when not in use.
 - (1) Ensure bullet resistant vest is not secured or stored by an individual auxiliary police officer when not in use.

NOTE

In the absence of the command auxiliary police coordinator or alternate, the special operations lieutenant/platoon commander will designate an appropriate uniformed member of the service to complete step "17."

18. Account for auxiliary police equipment (e.g., generators, computers, portable radios, bicycles, etc.) maintained at the command.
19. Rotate assignments of auxiliary personnel.
20. Develop innovative programs within Department guidelines to generate interest and enthusiasm in the program.
21. Create and maintain a "Command Auxiliary Reference Library" containing relevant materials to the Auxiliary Police Program (i.e., Patrol Guide, Auxiliary Police Guide, Training Manual, Department Bulletins, Directives, Personnel Orders, etc.).

**ADDITIONAL
DATA**

Each command auxiliary police coordinator will maintain an Auxiliary Police Unit Command Vest/Radio Log to ensure the integrity and safekeeping of all portable radios and bullet resistant vests assigned to the command for auxiliary police use.

The Auxiliary Police Unit Command Vest/Radio Log will contain captions across the top of each page, as follows:

TIME/DATE	SERIAL # OF VESTS/ RADIOS	VEST/RADIO LOCATION	INSPECTING MOS	SIGNATURE
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Procedure No: 202-13

EVIDENCE/PROPERTY CONTROL SPECIALIST

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EVIDENCE/ PROPERTY CONTROL SPECIALIST

1. Receive, invoice, release, package, and label property and evidence, including, but not limited to, narcotics, U.S. and other currencies, securities, jewelry, etc.
2. Perform intake functions, check and examine property to ensure that it is in conformance with related documentation; search for possible contraband, unaccountable items, or VIN numbers and other proof of identification.
 - a. Assign storage number location.
3. Prepare property and pertinent documents necessary for transport; operate Department vehicles to transport all invoiced property to various Department locations, District Attorneys' Offices, etc.
4. Move, load, unload all types of property from one location to another or to other building sites.
5. Transport, deliver, deposit money for safekeeping to the appropriate bank facility; return and log bank receipts and invoices at appropriate command location.
6. Receive, review and maintain invoices, records, logs and indexes pertaining to all property received.
7. Secure and maintain storage area.
 - a. Notify the desk officer of the number of **PROPERTY CLERK INVOICES** stored within the command in excess of thirty days.
8. Process release of invoiced property.
 - a. Determine identity of persons requesting release of property; verify identification and proof of ownership; may fingerprint claimant, if necessary.
9. Verify the identity and authorization of personnel entering or leaving Department premises where property is stored.
10. Cancel alarms; monitor alarm systems, security cameras and other security systems at assigned premises.
11. Make appropriate notifications, write and dispatch communications and transmittal forms; order necessary supplies.
12. Respond to inquiries from the Public Administrator's Office, District Attorneys' Offices and other jurisdictions pertaining to the disposition of property of deceased individuals, criminal evidence and related matters.
13. Perform all miscellaneous activities in connection with Rotation Tow operations in the absence of evidence and property related functions.
 - a. Photocopy and forward **PROPERTY CLERK INVOICE** prepared for recovered stolen vehicles to Patrol Borough Pattern Identification Module by next business day.
14. Perform periodic inspection of, or schedules overall maintenance of vehicles assigned to property functions.



PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-14

TELEPHONE SWITCHBOARD OPERATOR

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TELEPHONE SWITCHBOARD OPERATOR

1. Answer telephone promptly, stating in courteous manner, command, rank or title, surname, and "May I help you?"
2. Process requests for service.
3. Bring to the attention of desk officer matters of importance or other conditions requiring attention.
4. Confer with desk officer to ascertain any changes in roll call assignments.
5. Maintain:
 - a. Printout of Centralized Personnel Resource (CPR) System Roll Call,
 - b. **TELEPHONE DISPATCH LOG (PD112-143),**
 - c. **HIGHWAY CONDITION RECORD (PD311-151)** and make related notifications,
 - d. **OUTGOING TOLL CALLS (PD112-142).**
6. Notify desk officer when a member required to signal fails to comply within a reasonable time.
7. Maintain copy of "Frequent Telephone Inquiries."
8. Interview visitors entering command.

NOTE

A civilian member of the service will be assigned as the telephone switchboard operator, when feasible.





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Section: Duties and Responsibilities

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POLICE ATTENDANT - UNIFORMED/CIVILIAN MEMBER OF THE SERVICE

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UNIFORMED/CIVILIAN POLICE ATTENDANT

UNIFORMED/ CIVILIAN POLICE ATTENDANT

1. Assume control of search, if applicable, and inspect prisoners.
 - a. Ensure that property that is dangerous to life, may facilitate escape, damage or deface other property, could be used to attempt/commit suicide, or assault another is removed from prisoner (e.g., articles containing glass or having sharp edges, belts, neckties, shoelaces, drawstrings, etc.).
2. Examine doors of all occupied cells to ensure that they are locked.
3. Enter inspection of prisoners on **PRISONER ROSTER (PD244-145)**, and notify desk officer of inspection results immediately after reporting for duty, as applicable.
4. Remain inside cell block at all times while prisoners are confined therein, and be alert to conditions and needs of such prisoners.
 - a. Relief personnel will remain within the cellblock during relief periods and ascertain that cell doors of all occupied cells are locked.
5. Enter results of inspection of prisoners on **PRISONER ROSTER** every thirty minutes, as applicable.
6. Report to desk officer any physical condition or unusual need of prisoner in custody or in the detention area.
7. Attend to personal needs of prisoner (e.g., meals, water, menstrual hygiene products, soap, other essentials, etc.).
 - a. If menstrual hygiene product issued:
 - (1) Make note on **PRISONER ROSTER** in "Remarks" section, and
 - (2) Notify desk officer.

NOTE

Members of the service will instruct prisoner(s) to discard menstrual hygiene products into separate waste containers, as appropriate. Members are reminded to utilize personal protective equipment (PPE) if disposing of hygiene products, and are to adhere to [A.G. 330-09 "Exposure of Members of the Service to Infectious Diseases or Hazardous Materials,"](#) if exposure occurs.

8. Keep detention cell area clean and supplied with paper cups, toilet paper and paper towels.
9. Visit female detention cell area, if uniformed/civilian police attendant is a male as follows:
 - a. When accompanied by a female member of the service, and then, only with permission of supervisory officer in command; or
 - b. For daily cleaning of unoccupied female cells; or
 - c. In an emergency.

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- UNIFORMED/
CIVILIAN
POLICE
ATTENDANT
(continued)**
10. Report necessary command/detention area repairs to the desk officer/ appropriate supervisor.
 11. Wash cells thoroughly, and test emergency alarms in the cellblock each day, immediately after prisoners have been taken to court.
 12. Remove and safeguard firearms prior to entering detention cell area, or facilities established during emergency arrest situations (uniformed member of the service only).

NOTE *Supervisory officers are to ensure that weapons of uniformed members of the service assigned to temporary detention facilities are safeguarded.*

- CIVILIAN
POLICE
ATTENDANT**
13. Enter occupied cell only when accompanied by a uniformed member of the service, absent extraordinary or life threatening emergencies.
 14. Escort prisoners, as directed by competent authority.
 15. Immediately request assistance (e.g., use panic alarm, contact desk officer, etc.) for a medical emergency occurring in a cell, and enter cell only when accompanied by a uniformed member of the service, absent extraordinary or life threatening emergencies.





PATROL GUIDE

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Procedure No: 202-16

FIELD INTELLIGENCE OFFICER

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FIELD INTELLIGENCE OFFICER

1. Perform only intelligence related duties as a field intelligence officer in assigned command.
 - a. Comply with [A.G. 322-20, "Attendance Application Guidelines"](#) when reporting for tour of duty and at completion of tour.
 - b. Notify field intelligence sergeant, if present, at beginning and end of tour.
 - c. Perform tour of duty, as directed by field intelligence sergeant.
2. Perform duty in civilian clothes.
 - a. Be equipped with Oleoresin Capsicum pepper spray, and other equipment, as required, while on duty.
3. Advise and make recommendations to command field intelligence sergeant on intelligence matters.
4. Respond to incidents in the field to provide assistance and gather information in the absence of the command field intelligence sergeant.
 - a. Identify self to ranking patrol commander and investigator at scene.
 - b. Confer, regularly, with command field intelligence sergeant, and provide updates on all information/intelligence received.
 - c. Prepare **COMPLAINT FOLLOW-UP INFORMATIONAL (pink) (PD313-081A)** for review by command field intelligence sergeant.
5. Enter intelligence from any source into Enterprise Case Management System (ECMS) or **COMPLAINT FOLLOW-UP INFORMATIONAL (pink) (PD313-081A)** database, as appropriate.
6. Act as a key component of the Intelligence Division by gathering and sharing intelligence information with all Department units (e.g., Detective Bureau, Patrol Services Bureau, etc.).
7. Develop information in support of borough level intelligence strategy.
8. Exchange information with other field intelligence sergeants and officers, Intelligence Division units, Detective Bureau commands, and other specialized units, as appropriate, regarding parolees, parole absconders, subjects of **INVESTIGATION CARDS (PD373-163)**, wanted persons and other matters germane to each command.
 - a. Provide data, updates and pictures on these individuals, when obtained.
9. Use secure e-mail system, when practical, for making notifications and inquiries to other field intelligence officers, and Intelligence Division.
10. Assist with preparation of weekly Intelligence Division Activity Report.
11. Attend precinct neighborhood coordination officer (NCO) and community meetings to obtain information of intelligence value.
12. Participate in detective and patrol training sessions, as directed by command field intelligence sergeant.
13. Confer, regularly, with patrol officers, detectives, supervisors and unit specialty officers to obtain intelligence (i.e., School Safety, Community Affairs, Domestic Violence, neighborhood coordination officer, etc.).

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FIELD INTELLIGENCE OFFICER (continued)

14. Confer, regularly, with youth coordination officers regarding youth related crime.
15. Review documents, reports, and statistics for intelligence content, including but not limited to:
 - a. **COMPLAINT REPORTS (PD313-152)**, including those recorded by Detective Bureau,
 - b. **JUVENILE REPORT SYSTEM WORKSHEETS(PD377-159A)**,
 - c. **COMPLAINT FOLLOW-UP INFORMATIONALS (pink) (PD313-081A)**,
 - d. **ON-LINE BOOKING SYSTEM ARREST WORKSHEETS (PD244-159)**,
 - e. **UNUSUAL OCCURRENCE REPORTS (PD370-152)**,
 - f. **DETECTIVE BUREAU UNUSUAL OCCURRENCE REPORTS (PD370-151)**,
 - g. **STOP REPORTS (PD383-151)**,
 - h. **SCHOOL SAFETY DIVISION CRIMINAL INCIDENT REPORTS (PD313-147)**,
 - i. **New York State Domestic Incident Reports (DCJS-3221)**,
 - j. Arrests and complaint statistics, patterns and trends, and
 - k. Intelligence Division Reports and worksheets.
16. Document intelligence forwarded to investigative and enforcement units in ECMS, and report forwarded information to command field intelligence sergeant.
17. Follow up on all actionable intelligence gathered under the supervision of command field intelligence sergeant.
 - a. Record follow-up action (i.e., investigation initiated, arrest effected, search warrant requested/executed, etc.) in ECMS, after conferral with field intelligence sergeant.
18. Notify Intelligence Division, and desk officer, to arrange supervision for any urgent field operations, if command field intelligence sergeant is not present.
19. Assist command field intelligence sergeant with **SEARCH WARRANT REQUEST (PD374-162)** form, when necessary, as outlined in [P.G. 212-75, "Search Warrant Applications."](#)
 - a. Comply with [P.G. 221-17, "Search Warrant Execution,"](#) as appropriate.
20. Develop confidential informants who offer, or propose to offer, information, and who are approved by the Department.
 - a. Act as point of contact, when applicable, and be guided by [P.G. 212-68, "Confidential Informants."](#)
 - b. Maintain files for informants.
 - c. Ensure security of all folders.
21. Confer with commanding officer, command of assignment, at the direction of command field intelligence sergeant.

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**FIELD
INTELLIGENCE
OFFICER
(continued)**

22. Conduct debriefings of prisoners when circumstances indicate intelligence may be gained.
23. Coordinate debriefings with command field intelligence sergeant and Detective Bureau, as necessary.
24. Assist command field intelligence sergeant in developing specific debriefing questions regarding crimes, crime patterns, or trends occurring within assigned command.
 - a. Provide command specific questions to other Intelligence Division units, as appropriate, for their debriefings at the direction of command field intelligence sergeant.
25. Maintain a record of debriefings conducted, including details on positive or negative results, as necessary.
 - a. Record results of prisoner debriefings in ECMS and electronically route accordingly.
26. Be present during debriefings of all arrests, when possible, to assist in development of intelligence information.
27. Notify command field intelligence sergeant and Intelligence Division, Criminal Intelligence Section regarding all unusual incidents, and significant occurrences.
28. Track and review all ECMS “Positive Debriefing” entries related to active criminal investigations.
29. Forward copies of “Positive Debriefing” entries in ECMS electronically, to the appropriate investigative units after review.





PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-17

PATROLWAGON OPERATOR

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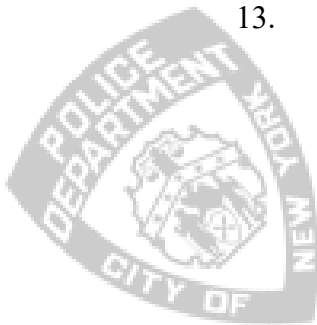
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PATROLWAGON OPERATOR

1. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
 - a. Obtain assignment and meal period from supervisor concerned at beginning of tour.
2. Keep the patrolwagon and equipment in clean, serviceable condition.
3. Maintain a record of all activities performed.
4. Make entry of time leaving command on assignment, all stops made and time of return.
5. Notify supervisor concerned when leaving and returning from calls and meals.
6. Report necessary repairs to the commanding officer.
7. Check rear and compartment doors for serviceability and security before and after loading prisoners.
8. Remain available for service and in location known to supervisor concerned when not on assignment and render police assistance as required.
9. Call the borough court section concerned from all stops on the way to court or other destination, upon arrival at and prior to departure from court or other destination.
 - a. Notify borough court section concerned if prisoners are not ready to be transported within twenty minutes after arrival at location where prisoners are to be picked up.
10. Search interior of patrolwagon for weapons or other contraband after delivering prisoners to court or other destination, and immediately notify ranking officer at the facility if contraband is discovered.
11. Return transport chains used for restraining prisoners to location from where obtained.
12. Perform duty in proper uniform.
13. Pick up Department supplies and equipment after receiving clearance from borough court section concerned.





PATROL GUIDE

Section: Duties and Responsibilities		Procedure No: 202-18
DESK OFFICER		
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SCOPE

Desk officers must be a uniformed member of the service in rank of sergeant or above.

DESK OFFICER

1. Perform duty in uniform.
2. Be responsible for all police operations within command during tour.
3. Inspect all arrest processing areas and prisoner detention areas within command prior to assuming desk officer duties.
4. Maintain Command Log.
 - a. Sign name and time in Command Log when assuming desk officer duties.
 - b. Sign out in Command Log when leaving desk area for any reason.
5. Operate and monitor base radio.
6. Inspect the property locker and all areas within command where invoiced property is being held at the commencement of each tour.
 - a. Designate a member of the service to conduct “Physical Inventory” of property utilizing the Property and Evidence Tracking System.
 - b. Enter results of inspection of invoiced property and Property Clerk Division seals in Command Log by documenting the “Physical Inventory” number ascertained from the Property and Evidence Tracking System.
 - c. Make a separate entry listing any **PROPERTY CLERK INVOICES (PD521-141)** stored within the command in excess of thirty days.
 - d. Notify the operations coordinator of the number of **PROPERTY CLERK INVOICES** stored within the command in excess of thirty days and expedite delivery of the invoiced property to its final storage location.
7. Query Medical Division Sick Reporting System at start of tour to determine which members assigned to command are on sick report, and/or not on full duty status.
8. Query CPR System “Court Appearances” to ensure members of the service that are required to appear in court have been properly notified and are attending.
9. Upon completion of roll call, provide communications dispatcher with a complete “Rundown” of the command’s resources as listed in the Centralized Personnel Resource (CPR) System Roll Call.
 - a. Notify communications dispatcher throughout tour with changes as they occur (e.g., resources have been reassigned, additional resources have been added, etc.).
10. Conduct immediate investigation when member of the service is unaccounted for at start of their tour.
 - a. Comply with [A.G. 324-17, “Absent Without Leave”](#) if member of the service is still unaccounted for after two hours.

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DESK OFFICER (continued)

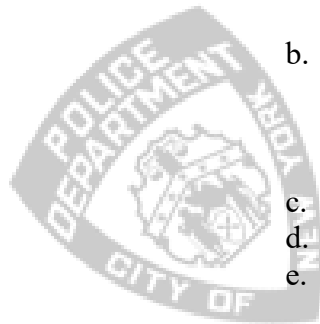
11. Log into Domain Awareness System (DAS) and enter the resource's tax number(s), tour assignment (e.g., domestic violence officer, etc.) and their assigned vehicle information, if applicable.
12. DO NOT permit unauthorized person behind desk except the following persons when performing their official duties:
 - a. Members of the service
 - b. Judicial officers
 - c. M.E. or assistant
 - d. Corporation Counsel or assistant
 - e. Comptroller or assistant
 - f. District Attorney or assistant
 - g. Non-local law enforcement agency personnel.

NOTE

Members of the service are informed as per Local Laws 228 and 246, non-local law enforcement agency personnel are not permitted in any non-public areas of any city property (any real property leased or owned by the city that serves a city governmental purpose over which the city has operational control) absent a judicial warrant.

This prohibition, however, does not apply where non-local law enforcement agency personnel seek access to non-public areas of city property in the following circumstances: where such personnel are authorized pursuant to a cooperative agreement, such as a task force; where the access is required by law; where the access furthers the purpose or mission of the Department, such as public safety; or exigent circumstances exist.

13. Directly supervise:
 - a. Telephone switchboard operator,
 - (1) Ensure civilian member of the service is assigned as the telephone switchboard operator, when feasible
 - (a) A uniformed member of the service on restricted duty or limited duty may be assigned as the telephone switchboard operator, if necessary
 - b. Police attendant,
 - (1) Ensure police attendant is not assigned any duties that would require them to leave the cell block while prisoners are lodged therein
 - c. Command clerk,
 - d. Patrolwagon operator,
 - e. Arrest processing officer, in conjunction with operations coordinator, and monitor arrest processing,
 - (1) Periodically inspect the arrest processing area and ascertain number of prisoners on hand, and length of time in command
 - f. Community Guide,
 - (1) Issue Department tablet at commencement of tour and ensure return upon completion of tour
 - (a) Record members name and assigned tablet serial number in Command Log.



PATROL GUIDE

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DESK OFFICER (continued)

- g. Entries made on **PRISONER ROSTER (PD244-145)**,
- h. Issuance of summons books,
- i. Distribution of paychecks, and
- j. Platoon sign-out at end of tour.
14. Prepare **DAILY VEHICLE ASSIGNMENT SHEET (PD120-141)** on each tour. Maintain **SHEETS** for the current month on a clipboard behind the desk.
 - a. Verify **DAILY VEHICLE ASSIGNMENT SHEET** when performing duty with the first platoon.
 - b. Have completed **SHEETS** filed after each month.
15. Visit all areas of the command facility at least once each tour.
 - a. Personally check all restrooms and locker rooms for any structural defects that would permit visual access by persons located outside these private areas, and take immediate corrective action to rectify any such condition, when circumstances dictate.
 - b. Inspect command for display of any offensive material.
 - c. Ensure that all areas containing Department computer systems are being used within Department guidelines and are not damaged in any way.
16. Inspect all parking facilities and streets/sidewalks around command to ensure there are no Department vehicles or vehicles displaying Restricted Parking Permits parked illegally (e.g., obstructing bicycle lanes/sidewalks, in front of fire hydrants, in bus stops, etc.) or with equipment violations (e.g., obstructed license plates, etc.).
 - a. Document inspection by making Command Log entry and take corrective action if necessary.
17. Record adjustments/post changes to CPR System Roll Call and in the Command Log, as they occur.
 - a. Notify telephone switchboard operator of all post changes.
 - b. Notify patrol supervisor of reassignment of members returning from court or other details.
18. Check Department computer systems, frequently, throughout the tour.
 - a. Checks of command email account are required immediately upon start of tour, and again during the fourth hour of tour.
 - (1) Record checks in Command Log.
 - b. Monitor FINEST messages affecting command and/or members of command.
 - c. Monitor Department directives and disseminate information affecting command, as appropriate.
 - d. Ensure important or actionable information is relayed to outgoing platoon or appropriate command personnel, as required.
19. Notify commanding officer of important matters, i.e., unusual arrest or occurrences and important messages or conditions requiring personal attention.
20. Notify Information Technology Bureau (ITB) Service Desk for any non-functioning Automatic Vehicle Location (AVL) device and be guided by their instructions.
 - a. Make entry in Telephone Record regarding notification and inform patrol supervisor.

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DESK OFFICER (continued)

21. Notify the Intelligence Division's Criminal Intelligence Section of major incidents and/or special circumstances deemed appropriate by the Commanding Officer, Intelligence Division and/or precinct/PSA/transit district commanding officer.
22. Certify to accuracy and completeness of entries in Command Log concerning vouchered property.
23. Enter in Interrupted Patrol Log identity of all members of platoon entering command for any reason.
24. Certify entries in **TELEPHONE DISPATCH LOG (PD112-143)** by signing the **LOG** after 4th hour and at end of tour.
25. Maintain Telephone Record.
26. Arrange meals and reliefs for personnel assigned to duty in command facility.
27. Confer with commanding officer, executive officer, and operations coordinator concerning any trends observed or other matters of importance.
28. Check on the repair, availability and distribution of field and emergency equipment and make entries in pertinent records.
29. Examine, sign and forward forms and reports as required.
30. Ensure that the United States flag is displayed properly between sunrise and sunset on each day.
31. Accept service of civil process for member of command and notify member concerned, when principal administrative associate not performing duty.
32. Make required notifications to members of the service assigned to or residing within command.
33. Assign qualified member to operate patrolwagon when civilian operator is not available. If neither is available in command, request patrol borough command to assign operator.
 - a. DO NOT assign patrolwagon operator any duty outside stationhouse without prior approval of borough court section concerned. (Assignments from borough court section concerned have priority over precinct assignments).
34. Verify arrival and departure of command receptionist by signing Personnel Schedule and Time Sheet.
35. Forward command receptionist program reports as required.
36. DO NOT deploy specialized units personnel unless a specialized unit supervisor is assigned directly and totally to their supervision.
37. Ensure that meals assigned to supervising officers performing duty are scheduled so that a supervisor is on patrol at all times.
38. Report defective gas pumping equipment to Fleet Services Division, Fuel Control.
39. Make required entries and corresponding changes on CPR System Roll Call prior to start of incoming platoon.
40. Examine and process, when performing duty with first platoon:
 - a. Forms and reports prepared during previous twenty-four hours,
 - b. Summonses issued during previous twenty-four hours.
41. Make Command Log entry prior to being relieved at end of tour. Entry must include:

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**DESK
OFFICER
(continued)**

- a. Identity, condition and location of any member of the service injured during the tour,
- b. Location and time of any confirmed shots fired jobs,
- c. Location and time of any 10-13 or 10-85 radio runs called during the tour,
- d. Open missing persons cases requiring follow up and include identity, age and residence,
- e. Hospitalized prisoners and their locations,
- f. Any fixed posts that require relief,
- g. Number of **COMPLAINT REPORTS, THREAT, RESISTANCE OR INJURY (T.R.I.) INCIDENT REPORTS** and **Police Accident Reports (MV104AN)** pending sign-off,
- h. Other pertinent information, as required.

**ADDITIONAL
DATA**

The final entry serves as a written resource for the relieving desk officer for information about notable incidents and postings that affect personnel deployment.

Sample final entry: "Sgt. Smith off desk. No MOS injured during tour. No shots fired/10-13's/10-85's to report. One missing person: Jones, Sally, F/16, 1808 3rd Ave, #16H. One hospitalized prisoner at Lincoln Hospital E.R. – needs relief. DOA at 123 Main St. #12B – needs relief. Two complaint reports pending sign-off. RMP #1234 placed out of service (mechanical) at 1300 hours."

When there is more than one patrol supervisor working on patrol, one will relieve the desk officer for meal. Meal relief is not considered an emergency.





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Procedure No: 202-19

PATROL SUPERVISOR

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SCOPE

Patrol Supervisors must be a uniformed member of the service in the rank of sergeant or above.

PATROL SUPERVISOR

1. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
2. Supervise all police field operations within command during tour of duty.
3. Conduct roll call, five minutes after start of tour, as detailed in [*P.G. 212-01, "Roll Call."*](#)
4. Patrol command in uniform, as directed.
 - a. Ensure that radio messages directed to member assigned to sector/post are acknowledged.
5. Immediately respond to and direct activities at radio runs involving any weapons (firearms, knives, etc.), serious crimes, burglaries and emergencies.
 - a. Make appropriate digital **Activity Log** entries.
 - b. Communications Section will immediately dispatch a patrol supervisor from an adjoining command if patrol supervisor, command of occurrence, is not available.
6. Be cognizant of crimes and other conditions within command and instruct police officers concerning activities that affect their sector/posts.
7. Direct RMP units to resume patrol when services are no longer required.
8. Keep lieutenant platoon commander or desk officer notified of current matters of importance.
9. Confer with commanding officer, executive officer, operations coordinator, lieutenant platoon commander, desk officer and neighborhood coordination sergeant concerning trends observed or other matters of mutual interest and importance.
10. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
11. Use Automatic Vehicle Location (AVL) feature in Domain Awareness System (DAS) to monitor location of RMP units during tour to enhance safety of members of the service, and to ensure proper delivery of police services.
 - a. Notify desk officer, if AVL is not functioning.
 - b. Do not remove Department vehicle from service for inoperable AVL, unless directed to do so by Internal Affairs Bureau or Fleet Services Division.
12. Visit uniformed members of the service assigned to:
 - a. Foot and radio motor patrol frequently and at irregular intervals.
 - (1) Ensure members of the service do not congregate, or engage in unnecessary conversation, with other members of the service while on post, absent police necessity.
 - b. Hospital and special posts at least once each tour.

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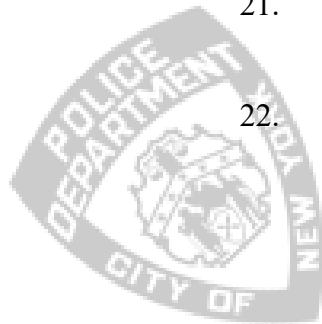
PATROL SUPERVISOR (continued)

- (1) Record all visits by entering time, name, and assignment in digital **Activity Log** and signing the uniformed member of the services digital **Activity Log**.
13. Supervise inspection of Department vehicles assigned to members of platoon.
 - a. Report serious deficiencies in RMP seatbelts to lieutenant platoon commander or in their absence, direct to commanding officer.

NOTE

Take appropriate action if defects in seatbelts are deemed to be of a nature not consistent with normal usage. In addition, be vigilant for indications that members are disabling or improperly using seatbelts (e.g. buckling seatbelt behind occupant's body or behind seat).

- b. Report all vandalism of RMP seatbelts to the Internal Affairs Bureau.
14. Conduct investigations and submit reports as required, including, but not limited to, injuries to members of the service (uniformed and civilian) or damage to Department property.
15. Report derelictions of duty to commanding officer.
16. Notify switchboard operator of location where meal will be taken and relieve lieutenant platoon commander or desk officer for meal, when designated.
17. Direct uniformed members assigned to scooter duty to report to lieutenant platoon commander or desk officer for reassignment when weather/road conditions make scooter operation dangerous.
18. Supervise member's performance of duty, test knowledge of command conditions and closely evaluate member's activity.
19. Evaluate driving habits and abilities of members of the platoon and take corrective action as necessary.
20. Submit to commanding officer, in writing, recommendations for special assignment, detective designation, or change in assignment for members under supervision.
21. Visit various locations within command at different times during the first platoon to ascertain that uniformed members of the service are performing duty at all times.
22. Review and sign **OFFICER PROFILE REPORTS** of police officers/detectives specialists, monthly.
 - a. Make required entries and deliver completed **REPORTS** to platoon commander for review by the fifth day for the previous month.





PATROL GUIDE

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SUPERVISOR OF NEIGHBORHOOD SAFETY TEAM		
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SCOPE

Neighborhood Safety Teams are only authorized for the following commands: 23rd precinct, 25th precinct, 28th precinct, 32nd precinct, 34th precinct, 40th precinct, 41st precinct, 42nd precinct, 43rd precinct, 44th precinct, 46th precinct, 47th precinct, 48th precinct, 49th precinct, 52nd precinct, 67th precinct, 69th precinct, 71st precinct, 73rd precinct, 75th precinct, 77th precinct, 79th precinct, 81st precinct, 83rd precinct, 101st precinct, 103rd precinct, 105th precinct, 113th precinct, 114th precinct, 120th precinct, Police Service Area 2, Police Service Area 3, Police Service Area 5, and Police Service Area 7.

SUPERVISOR

1. Comply with all of the provisions of [P.G. 202-05, "Neighborhood Safety Team Officer."](#)
2. Perform no duties other than neighborhood safety patrol, when assigned as Neighborhood Safety Team Supervisor.
 - a. Neighborhood safety teams may not be deployed if a supervisor in the rank of sergeant or above is not assigned solely to their supervision.
3. Supervise all police operations of neighborhood safety teams.
 - a. Be cognizant of location of neighborhood safety team members, and be able to contact personnel at all times.
 - b. Supervise no more than five neighborhood safety team members per tour.
4. Confer with Special Operations Lieutenant, Field Intelligence Officer, Neighborhood Coordination Sergeant, Precinct Detective Squad Supervisor, Crime Analysis Sergeant, and Commanding Officer to identify times and locations where violent street crimes (e.g., robberies, felonious assaults, shootings, firearms/weapons-related offenses, etc.) are likely to occur.
5. Inform Desk Officer of Neighborhood Safety Team locations in order to provide information to uniformed members of the service on patrol.
6. Notify Commanding Officer of all incidents of importance that occur during tour within the confines of their command.
7. Inspect members daily for proper uniforms and equipment as detailed in [A.G. 305-08, "Required Equipment."](#)
8. Ensure uniformed members of the service assigned to Neighborhood Safety Teams are properly trained regarding their duties as described in Department directives.
9. Ensure uniformed members of the service assigned to Neighborhood Safety Teams have attended the Department's Neighborhood Safety Team training prior to being assigned to a Neighborhood Safety Team.
10. Monitor and regularly evaluate uniformed members of the service assigned to Neighborhood Safety Team for effectiveness by determining success of crime reduction, problem solving strategies, case preparation, and engagement with other Department units and community residents.

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SUPERVISOR (continued)

11. Inspect and sign digital **Activity Logs** of neighborhood safety team members daily.
12. Systematically review Body Worn Camera video, including all videos regarding arrests and use of force, to provide positive feedback and address any performance or tactical deficiencies observed.
13. Use **SUPERVISOR FEEDBACK FORM** on the CRAFT application to highlight commendable actions by Neighborhood Safety Team members (e.g., an arrest that closes a precinct pattern, arrests involving a firearm, an exceptional community interaction, etc.), when warranted.





PATROL GUIDE

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Procedure No: 202-21

TRAINING SERGEANT

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TRAINING SERGEANT

1. If assigned to a Patrol Precinct, Transit District, or Police Service Area, perform only training related duties, as directed by the Commanding Officer, Command Level Training Section.
 - a. All other commands will perform duties as directed by the commanding officer.
2. Perform duty in uniform, as the primary training instructor and coordinator for all uniformed and civilian members of the command of assignment.
 - a. Unless otherwise authorized by the Commanding Officer, Command Level Training Section.
3. Develop, implement and maintain a comprehensive command-level training program that is suitable and responsive to the needs of the assigned members of the service, and addresses local command conditions.
4. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
 - a. Training sergeants reporting to the Police Academy or other external training sites will report for duty in uniform, business attire, or civilian clothes, as directed by the Training Bureau.
5. If assigned to a Patrol Precinct, Transit District or Police Service Area, perform tours of duty at the direction of the Commanding Officer, Command Level Training Section. All other commands will perform tours of duty at the direction of their commanding officer.
 - a. Tours should maximize exposure to all members of the command.
 - b. Tours should be adjusted, when necessary, to train members outside normal working tour.
 - c. Tours may be adjusted when performing training outside of the command for the Training Bureau.
6. Conduct roll call training regularly, not to exceed 25 minutes, for all three platoons.
 - a. Ensure that members not assigned to the three platoons receive similar training.
 - b. Prepare roll call messages daily, to ensure steady flow of information.
 - c. Training sergeants assigned to commands that do not conduct roll call, should schedule regular training sessions at the direction of the commanding officer.
7. Attend training seminars and conferences to receive instruction on how to best conduct training on topics selected by the Training Committee.
 - a. If the training sergeant is unable to attend, commanding officers will assign an appropriate alternate trainer.

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TRAINING SERGEANT (continued)

8. Confer frequently with the commanding officer and executive officer, members of the community, command uniformed and civilian supervisors, and Training Bureau to identify training needs.
 - a. Attend community meetings at the request of the commanding officer.
9. Keep abreast of occurrences and current events within the command, as well as borough and Citywide, to aid the commanding officer in identifying issues that may be resolved through training.
10. Periodically review reports and forms completed by members of the command and note any individual, or patterns of deficiencies, which may be rectified through training.
11. Frequently survey members of the command for training topics and request feedback from members regarding training.
12. Frequently check the Department intranet/internet/FINEST for current Orders (i.e., Interim/Operations Orders), memos, messages, etc., and relay relevant messages through training, announcements and roll call instruction.
 - a. Direct members to appropriate websites to view recent Orders/directives and pertinent videos, messages, etc.
13. Confer with the Training Bureau, and/or check the Training Bureau intranet page, to identify current training topics and generic lesson plans that may assist in satisfying identified training needs of the command.
14. Utilize the online Training Attendance Certification Transcript Integrated Collection System (TACTICS) application to electronically record all training conducted.
 - a. Ensure members scan identification cards to receive credit for training.
 - b. When conducting command specific training, identify the general course in the TACTICS application that coincides with the training topic and record attendance under that course.

NOTE

The Training Bureau has populated the TACTICS application with generic courses that can be used during unit training and when training deficiencies in the command are identified. If a generic course coinciding with the identified training needs cannot be located, confer with the Training Bureau for guidance.

15. Utilize TACTICS to schedule, coordinate, and monitor training for the command.
 - a. Ensure all members are attending training within the training cycle.
 - b. Monitor attendance at external training and recommend discipline for members who fail to appear, as appropriate.

NOTE

The Borough/Bureau Training Coordinators will inspect TACTICS to ensure members are receiving required command level training.

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TRAINING SERGEANT (continued)

16. Make Training Bureau lesson plans available and accessible to supervisors in the command for training when unavailable due to vacation, sick, etc.
17. Utilize the command's digital media displays to post relevant training information and general messages.
 - a. Utilize displays to give advanced notice of training topics to increase interest.
 - b. Prepare and maintain training bulletin boards, if no digital media displays are available in the command.
 - c. Supervise the maintenance of all command bulletin boards/pin maps.
18. Measure effectiveness of training by regularly:
 - a. Questioning members on recent training topics and current Orders and directives
 - b. Observing uniformed members in the field, during arrest processing, and while conducting administrative tasks
 - c. Observing member's interactions with the general public, as well as prisoners, suspects, witnesses, victims, and other Department members
 - d. Reviewing forms and reports prepared by members of the command.
19. Maintain command library.
20. Periodically review Body-Worn Camera (BWC) video as appropriate, to provide positive feedback and address any performance or tactical deficiencies observed.

NOTE

Members assigned as training sergeants in patrol, transit and housing commands are assigned to the Training Bureau and cannot be utilized to fill any other administrative position. Commanding officers should consider the importance of command level training and the fact that these members must act as instructors in the Police Academy and the Joint Tactical Training Centers, when making recommendations for assignment to the position.

21. Assess compliance with P.G. 212-123, "Use of Body-Worn Cameras" and take necessary remedial action to correct deficiencies.
22. Prepare and submit monthly BWC inspection report to the Compliance Division's Body-Worn Camera Unit by the 20th of each month for videos reviewed during the previous month.

ADDITIONAL DATA

Borough/bureau training coordinators will ensure that Body-Worn Camera (BWC) videos are reviewed, as appropriate, to provide positive feedback and address any performance or tactical deficiencies observed.



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Procedure No: 202-22

TRAFFIC SAFETY SERGEANT

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TRAFFIC SAFETY SERGEANT

1. Perform tours of duty at the direction of the commanding officer.
2. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
3. Supervise traffic safety officer and other members of the command as directed by the commanding officer.
4. Monitor and review all **Police Accident Reports (MV104AN)**.
5. Review and analyze all **TRAFFIC INTELLIGENCE REPORTS (PD178-150)**.
6. Supervise and review the precinct Traffic Safety Plan and Emergency Plans 'A,' 'B,' and 'C.'
7. Attend patrol borough traffic safety meetings with traffic safety officer.
8. Review prepared statistical data for Traffic Safety Forum meetings and attend meeting with executive officer.
9. Attend patrol borough traffic safety meetings.
10. Attend community council and safety board meetings, as well as, other public forums to discuss traffic safety at the direction of the commanding officer.
11. Ensure the maintenance and updating of the precinct's traffic safety bulletin board with current collision-prone locations, school/house of worship crossings, and other traffic safety information.
12. Ensure borough level training is attended by newly assigned precinct traffic safety officers.

NOTE

All traffic safety sergeants will be familiar with the "Procedural Manual for Traffic Safety Officers."





PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-23

DOMESTIC VIOLENCE SERGEANT

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DOMESTIC VIOLENCE SERGEANT

1. Comply with *A.G. 322-20*, “Attendance Application Guidelines” when reporting for tour of duty and at completion of tour.
2. Perform duty in uniform, unless specifically authorized to do otherwise.
3. Perform tours of duty at the direction of the commanding officer.
4. Report to special operations lieutenant.
5. Act as the command’s primary domestic violence prevention officer.
6. Supervise members performing domestic violence duties.
7. Review and approve all **New York State Domestic Incident Reports (DCJS-3221)** daily.
8. Review and update all cases in ECMS/DVIMS, as appropriate.
9. Frequently review Order of Protection Log and ensure referral/service of all Orders of Protection received at command.
10. Review and sign completed **DOMESTIC VIOLENCE HOME VISIT CHECKLISTS (PD313-148)**.
11. Recommend to commanding officer additions/removals to High Propensity/Child at Risk Lists.
12. Collaborate with precinct detective squad on active domestic violence cases and offender apprehension efforts.
13. Ensure all wanted domestic violence offenders are prioritized within the command.
14. Confer with special operations lieutenant and field intelligence sergeant regarding wanted domestic violence offenders.
15. Be command’s primary liaison to Family Court/Family Justice Centers.
16. Assign home visits, as necessary.
17. Maintain current contact information of domestic violence service providers.
 - a. Provide information to all members of the command to ensure appropriate referrals of services for all family/households.
18. Coordinate domestic violence outreach events in area of assignment.
 - a. Ensure that culturally diverse communities receive culturally relevant outreach.
19. Be responsible for, and review/update the ICAD Exception Log.
20. Notify New York State Department of Corrections and Community Supervision (DOCCS) or New York City Department of Probation, as applicable, within 72 hours upon becoming aware of a known parolee/probationer involved in a domestic incident requiring the preparation of a **New York State Domestic Incident Report**.
21. Supervise the preparation and submission of all weekly/monthly domestic violence reports.
22. Review all unfounded/refused **New York State Domestic Incident Reports** and conduct follow-up investigations when warranted.
23. Confer with precinct training sergeant to ensure command domestic violence training needs are met.



PATROL GUIDE

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Procedure No: 202-24

NEIGHBORHOOD COORDINATION SERGEANT

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NEIGHBORHOOD COORDINATION SERGEANT

1. Perform duty in uniform.
2. Report directly to the commanding officer.
3. Comply with [A.G. 322-20, "Attendance Application Guidelines"](#) when reporting for tour of duty and at completion of tour.
4. Work flexible tours as command conditions and community needs dictate.
5. Oversee schedule for neighborhood coordination officers, ensuring:
 - a. Tours are scheduled based on sector conditions and community needs,
 - b. Neighborhood coordination officers (NCOs) assigned to the same sector work the same tour, unless one officer is assigned to a court tour or is on vacation/leave, etc., and
 - c. Neighborhood coordination officers are not assigned to details during their regularly scheduled tour of duty.
6. Regularly confer with the commanding officer, executive officer, special operations lieutenant, platoon commanders, precinct detective squad commander, NCOs, community leaders, residents, school principals, school staff, school safety personnel, and business persons to identify crime and quality of life conditions affecting the command.
7. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
8. Assist precinct commanding officer in developing and implementing the precinct school safety plan.
9. Confer with School Safety Division's Field Intelligence Unit, regularly, to develop command strategies to address school-related conditions and to coordinate the command resources.
10. Keep special operations lieutenant apprised of activities in, and around, school facilities.
11. Assist NCOs in identifying strategies to address sector conditions.
12. Coordinate the activities of NCOs with other members of the command.
13. Assist NCOs with activities involving other Department units, governmental agencies, and community groups.
14. Supervise and evaluate performance of all members assigned as NCOs and youth coordination officers.
15. Monitor level of NCOs' effectiveness by determining success of crime reduction and problem solving strategies, level of engagement with other Department units, conducting conferrals with community residents or business persons, etc.
16. Use **SUPERVISOR FEEDBACK FORM** on the Craft application to highlight commendable actions by NCOs and steady sector officers (i.e., an arrest that closes a precinct pattern, an exceptional community interaction, etc.), when warranted.
17. Regularly participate in community meetings, school activities/events, and Neighborhood Work Groups, as appropriate.
18. Coordinate activities with precinct youth coordination officer.

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**NEIGHBORHOOD
COORDINATION
SERGEANT
(continued)**

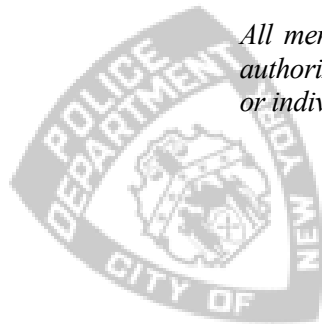
19. Visit schools regularly and confer with principals and School Safety Division supervisors regarding school-related conditions.
20. Evaluate and coordinate “Safe Passage” and “Safe Corridor” Programs.
21. Assist with training of school safety personnel.
22. Respond to incidents where a school safety agent is a victim of an offense while performing duty.
23. Coordinate with School Safety Division personnel to provide necessary assistance in obtaining required additional resources.
24. Maintain a master file for all sectors of all active community groups/persons at the command.
25. Maintain other unit records, as necessary.
26. Liaise with borough/bureau to acquire training for NCOs, as necessary.
27. Liaise with counterpart in Patrol Bureau, Housing Bureau, and/or transit Bureau, as appropriate.
28. Liaise with precinct domestic violence prevention officer on cases involving child abuse.
29. Coordinate with School Safety Division Truancy Coordinator, as necessary.
 - a. In accordance with [*P.G. 215-07, “Truants,”*](#) truants are either to be returned to their registered school, if it is in close proximity, or they are to be brought to a borough-wide intake site determined by the Department of Education.

NOTE

Neighborhood coordination sergeants will not be used as backfill for other command assignments (i.e., patrol supervisor, desk officer, etc.).

Neighborhood coordination sergeants will not be assigned to details during their regularly scheduled tours of duty without permission of the bureau chief concerned, the Chief of Department, or the Police Commissioner.

All members of the service who are serving as neighborhood coordination sergeants are authorized to wear an NCO breast bar above their shield, directly below any Unit Citation or individual recognition awards, for the duration of their tenure in the assignment.





PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-25

FIELD INTELLIGENCE SERGEANT

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FIELD INTELLIGENCE SERGEANT

1. Perform only intelligence related duties, as directed by Commanding Officer, Criminal Intelligence Section, and confer with commanding officer, assigned command.
2. Comply with [A.G. 322-20, "Attendance Application Guidelines"](#) when reporting for tour of duty and at completion of tour.
3. Perform duty in civilian clothes.
 - a. Be equipped with Oleoresin Capsicum pepper spray, and other equipment, as required, while on duty.
4. Ensure field intelligence officer is equipped, as appropriate, while on duty.
5. Respond to incidents in the field to provide assistance and gather information.
6. Supervise and evaluate the performance of field intelligence officers within assigned command.
7. Schedule tours of duty for field intelligence officers, as appropriate.
8. Ensure field intelligence officers appropriately follow-up on any actionable intelligence gathered.
9. Coordinate debriefings with command field intelligence officer and Detective Bureau, as necessary.
10. Conduct debriefings of prisoners when circumstances indicate intelligence may be gained.
11. Ensure field intelligence officers enter information into Enterprise Case Management System (ECMS) and other Department databases, as appropriate.
12. Track and review all ECMS "Positive Debriefing" entries related to active criminal investigations.
13. Ensure copies of "Positive Debriefing" entries in ECMS have been electronically forwarded to the appropriate investigative units after review.
14. Maintain the Command Recidivist List and update quarterly via the Recidivist Tracking and Reporting Database (RTRD).
15. Access information from computer databases that are not available at command level, via Commanding Officer, Criminal Intelligence Section.
16. Perform duties of supervisor as outlined in [P.G. 212-68, "Confidential Informants,"](#) when necessary.
17. Forward **COMPLAINT FOLLOW-UP INFORMATIONALS (pink) (PD313-081A)** to Borough Field Intelligence Coordinator, Criminal Intelligence Section, as necessary.
18. Review and sign **SEARCH WARRANT REQUEST (PD374-162)** and comply with [P.G. 212-75, "Search Warrant Applications,"](#) when applicable.
 - a. Notify Commanding Officer, Criminal Intelligence Section prior to execution of search warrant, if possible.
 - (1) Confidentiality will be maintained in order to ensure the safety of all members involved and the integrity of the investigation.

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**FIELD
INTELLIGENCE
SERGEANT
(continued)**

19. Supervise field intelligence officers and represent Intelligence Division at the scene of search warrant execution.
 - a. Comply with [*P.G. 221-17, "Search Warrant Execution."*](#)
20. Confer regularly, with Commanding Officer, Intelligence Division, special operations lieutenant, platoon commander, precinct detective squad commander, and neighborhood coordination sergeant in command of assignment to identify crime and quality of life conditions.
 - a. Develop command specific debriefing questions in regard to specific crimes, patterns, or trends.
21. Participate, regularly, in command supervisor and crime strategy meetings.
22. Promote intelligence gathering by addressing roll calls and participating in detective, and patrol, training sessions.
23. Prepare weekly Intelligence Division Activity Report.
 - a. Forward copy to Commanding Officer, Criminal Intelligence Section.
 - b. Submit copy to commanding officer, command of assignment.
24. Ensure all intelligence is disseminated to the proper command field intelligence sergeant, appropriate investigative unit, and precinct concerned.
25. Use Intelligence Division, Field Intelligence Support Team (FIST) to assist with follow up on intelligence gathered (i.e., surveillance, fencing operations, controlled buys, reverse sting operations, reconnaissance, etc.), when appropriate.





PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-26

LIEUTENANT – PLATOON COMMANDER

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LIEUTENANT PLATOON COMMANDER

1. Be responsible for all command operations during the tour performed.
2. Make entry in Command Log when reporting on or off-duty.
 - a. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
3. Perform duty in uniform.
4. Cause necessary changes or adjustments in roll call at beginning of tour.
 - a. Schedule meals for supervisors assigned to platoon so that a supervisor is on duty at all times.
 - b. Grant tour changes and excusals for members of platoon when appropriate.
5. Supervise roll call as described in [*P.G. 212-01, "Roll Call."*](#)
6. Assume responsibilities of desk officer or patrol supervisor, based on needs of command.
 - a. Respond to and direct police activities at serious crimes and emergencies when acting as desk officer, while ensuring the duties of a desk officer are assumed by another supervisor.
7. Identify conditions to be addressed by members working the platoon on a continuing basis.
8. Allocate all resources available for the platoon after conferral with the special operations lieutenant.
9. Advise and confer with commanding/executive officers, operations coordinator, special operations lieutenant, integrity control officer, squad commander, if appropriate, on matters of importance, unusual arrests or occurrences, personnel and integrity concerns, and other conditions requiring their attention.
10. Confer with integrity control officer regarding personnel, civilian complaints, sick records, overtime concerns and integrity issues.
11. Confer frequently with the special operations lieutenant regarding command crimes and conditions.
12. Confer with lieutenant platoon commander or patrol supervisor from previous tour, at start of tour.
13. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
14. Access the Department's intranet webpage to ascertain active Paid Detail locations and times of assignment within the precinct, at start of tour.
 - a. Make a Command Log entry indicating results of inquiry into active Paid Detail locations, including times of assignments.
 - b. Print reference copy of Paid Detail assignments scheduled during tour and attach to roll call.

NOTE

If the lieutenant platoon commander is unavailable, any other lieutenant or above performing duty within the command will perform the above step.

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**LIEUTENANT
PLATOON
COMMANDER
(continued)**

15. Confer with lieutenant platoon commanders of adjacent precincts, police service areas and transit districts to coordinate crime strategies.
16. Ensure radio transmissions affecting the command are monitored at all times.
17. Ensure all personnel of the platoon are properly supervised and performing duty in a satisfactory manner.
18. Prepare annual evaluations of subordinate platoon supervisors.
19. Inspect the command facility each tour and record results in the Command Log.
20. Be responsible for proper entries of complaint information in the OMNIFORM System for tour.
21. Evaluate training needs and confer with training sergeant as required.
 - a. Recommend members of the platoon receive specific training required for complete tour operations, i.e., fingerprint training, scooter qualification, etc.
22. Investigate communications and perform assigned self-inspections, as directed by commanding officer.
 - a. Ensure sergeants properly and accurately complete self-inspections, communications, and reports.
23. Inspect and sign digital **Activity Log** of patrol supervisors daily.
24. Maintain digital **Activity Log** and make entries listing times, names, locations and assignments of members visited.
25. FIRST PLATOON - Review reports and forms prepared for the previous twenty-four hours.
26. SECOND PLATOON - Be responsible for maintenance and weekly inspection of Department vehicles.
27. Perform duty in civilian clothes when directing plainclothes units or making discreet observations with the integrity control officer, when directed by commanding officer or other competent authority.
28. Respond to radio runs unannounced to observe performance of sergeants and police officers.





PATROL GUIDE

Section: Duties and Responsibilities

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SPECIAL OPERATIONS LIEUTENANT

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SPECIAL OPERATIONS LIEUTENANT

1. Perform duty in uniform whenever practical.
2. Make entry in Command Log when reporting on or off-duty.
 - a. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
3. Perform tours as approved by the commanding officer, choosing tours that will maximize supervision of subordinate personnel.
4. Enter in Command Log whenever leaving or returning to command during tour, and reason.
5. Monitor field performance of subordinate personnel and personally observe command conditions.
6. Coordinate the crime prevention program of command.
7. Supervise and coordinate command's specialized personnel, including neighborhood coordination sergeant, crime prevention officer, auxiliary police coordinator and domestic violence sergeant.
8. Inspect records and logs of subordinate units and personnel.
9. Inspect and sign digital **Activity Log** of neighborhood coordination sergeants each month.
10. Review and sign the **OFFICER PROFILE REPORT** for subordinates and confer with detail sergeants as necessary.
 - a. Deliver **REPORTS** to operations coordinator within seven days following month for which submitted.
11. Review and approve schedules for subordinate personnel on a weekly basis.
12. Act as the problem solving coordinator for the command, in conjunction with, and at the direction of the commanding officer.
 - a. Be responsible for assisting the commanding officer to:
 - (1) Identify major crime and quality of life problems affecting the command.
 - (2) Perform an analysis of the identified crime and quality of life problems in order to separate them into their essential components.
 - (3) Design a response utilizing command, Department and community resources, and where possible the resources of other agencies.
 - (4) Implement the designed response.
 - (5) Evaluate the effectiveness of the response and modify it, if necessary.
13. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
14. Attend Community Council, Community Board, and similar meetings, at the direction of the commanding officer.
 - a. Be cognizant of community crime trends and quality of life conditions, allocating resources to address these concerns.

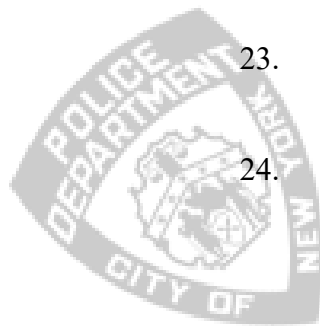


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SPECIAL OPERATIONS LIEUTENANT (continued)

15. Maintain contact with community associations and civic groups to foster positive community relations and mutual involvement in addressing crime and quality of life conditions.
16. Attend public meetings where subordinate members are addressing groups to observe and supervise performance.
17. Prepare annual evaluations for subordinate supervisors under direct control.
18. Maintain contact with principals of local schools.
 - a. Ensure that neighborhood coordination sergeant and youth coordination officer are maintaining contact with these institutions.
19. Be knowledgeable in current orders and procedures.
 - a. Instruct and test subordinate personnel in these matters.
20. Confer regularly with platoon commanders regarding conditions within command.
 - a. Encourage exchange of information between specialized units and platoons.
21. Confer regularly with the command's detective squad commander to share information.
 - a. Encourage exchange of information between the detective squad and specialized units.
22. Supervise and coordinate the activities of the command's Auxiliary Police Program through the auxiliary police coordinator.
 - a. Ensure that the auxiliary police coordinator actively recruits new members, conducts required training courses, and properly equips auxiliary police personnel.
 - b. Integrate the auxiliary police functions into the command's problem solving objectives, e.g., crime prevention, community affairs, youth planning, etc.
 - c. Keep commanding officer apprised of all auxiliary police activities.
23. Act as the command liaison officer to the New York State Office of Victim Services (OVS) and external State and City victim advocacy agencies.
24. Review and sign-off pending **JUVENILE REPORT SYSTEM WORKSHEETS (PD377-159A)** utilizing the On-Line Juvenile Report System on a daily basis.
 - a. Audit and review **JUVENILE REPORT SYSTEM WORKSHEETS (PD313-152A)** weekly to ensure accuracy.
 - b. Utilize the **OMNIFORM** system to ensure **JUVENILE REPORT SYSTEM WORKSHEETS** were not completed in error (i.e., prepared in addition to an **ON-LINE BOOKING SYSTEM ARREST WORKSHEET** for an arrest of a juvenile delinquent, etc.).





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Section: Duties and Responsibilities

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OPERATIONS COORDINATOR

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OPERATIONS COORDINATOR

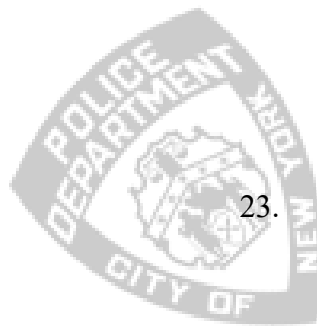
1. Make entry in Command Log when reporting on or off-duty.
 - a. Comply with *A.G. 322-20, "Attendance Application Guidelines"* when reporting for tour of duty and at completion of tour.
2. Perform duty in uniform as staff officer assisting the commanding officer in administrative matters.
3. Do not perform patrol duty, or be assigned to desk duty.
4. Review and supervise the maintenance of records and files of command.
5. Ensure that all members of the service assigned to the command are working within the correct and authorized chart relative to their assignment.
6. Coordinate all overtime programs within the command.
7. Coordinate the command's safety programs, i.e., OSHA, etc.
8. Supervise the command's staff and ensure that they are in proper uniform and performing a necessary police function.
9. Supervise the principal administrative associate assigned to the command.
10. Enter in Command Log whenever leaving or returning to command during tour, and reason.
11. Supervise arrest processing officer.
12. Perform tours as designated by the commanding officer.
13. Represent the commanding officer at civic and fraternal meetings within command, when designated.
14. Coordinate the human relations program of the command by maintaining close liaison with the Borough Community Affairs Coordinator and the Chief, Community Affairs.
15. Supervise the maintenance of the command library.
16. Act as the assistant recycling and sustainability coordinator for the command.
 - a. Confer with the Department's Lead Recycling and Sustainability Coordinator from the Facilities Management Division in the implementation of an effective recycling program.
 - b. Ensure training sergeant provides members of the service with information on what and how to recycle, as well as procedures and best practices for recycling, waste prevention, and reuse.
 - c. Complete the applicable portions of the NYPD Recycling Report and Plan and submit via email at RecycleProgram@NYPD.org by June 1st, annually.
17. Supervise command custodial personnel and coordinate with the Facility Maintenance Section (FMS) to ensure the following:
 - a. Appropriate custodial staffing levels are maintained at the command (i.e., vacancies are filled in a timely manner); AND
 - b. Deficiencies in command cleanliness are identified for correction; AND
 - c. FMS is apprised of matters of importance regarding command cleanliness, so that issues can be expeditiously mitigated.

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OPERATIONS
COORDINATOR
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18. Supervise the election details.
19. Apportion communications equally among sergeants for investigation.
20. Check property invoice books and property on hand.
 - a. Review Command Log entries regarding invoiced property daily and take immediate steps to remedy conditions that impair the transfer of any invoiced property stored within the command in excess of thirty days to the appropriate storage location and notify the executive officer/commanding officer.
 - b. Designate a uniformed member to perform the duties of the evidence/property control specialist when they are unavailable due to vacation, sick, etc.
21. Conduct survey of command's snow removal equipment (e.g., snow blowers, snow shovels, de-icing rock salt, etc.) by September 15th to ensure its availability and adequacy.
22. Make Command Log entry of daily inspection of command for cleanliness, security, safety hazards, condition of equipment, and the display of offensive material.
 - a. Ensure the Department sign entitled, "**Free Interpretation Service Available (SP 487)**" is visibly displayed in the command reception area and the dual handset telephonic interpretation service equipped telephone is present and functional.
 - b. Comply with *P.G. 219-20*, "*Loss/Theft of Department Property*" if the dual handset telephonic interpretation service equipped telephone is missing. In addition, immediately notify the Telecommunications Unit, Monday through Friday from 0600 to 1800 hours, or the Information Technology Bureau (ITB) Service Desk at other times, if the dual handset telephone is missing or defective.
 - c. Ensure the two Department signs entitled, "**Reporting Corruption and Misconduct (SP 7)**" and "**Corruption Tears Us All Apart (SP 7-1)**" are conspicuously posted in a non-public area of the command.
 - d. Personally inspect youth room and note the results of the inspection in the Command Log entry of the daily command inspection.
23. Notify commanding officer of any structural defects, that would permit visual access by persons located outside the private areas of all restrooms and locker rooms.
 - a. If such a condition is identified, immediate corrective action must be taken.
24. Supervise semi-annual (during January and July) inspection of command fire extinguishers.
 - a. Have inspecting member of the service date and initial the tag attached to the fire extinguisher.
 - b. Make Command Log entry indicating that the inspection was performed.



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OPERATIONS COORDINATOR (continued)

25. Notify Borough or Bureau Safety Coordinator of hazards which are not readily corrected by command personnel.
26. Review **COMPLAINT REPORTS (PD313-152)** and consult with crime analysis personnel to determine priority locations relative to crime conditions within command.
27. Recommend redeployment of personnel, if necessary, to commanding officer, executive officer, lieutenant platoon commander, or desk officer.
28. Notify members of command, through desk officer, of scheduled court and other agency appearances and other related notifications.
29. Ascertain that a current list of restaurants willing to accept monthly payments for meals provided for prisoners is maintained at the desk including time restaurant is open and cost of meals.
30. Supervise or designate a supervisor to supervise the command's evidence/property control specialist.
31. Ensure security of lead seals, Narcotic Evidence Envelopes (Misc. 1-71), Property Clerk Division Security Envelopes, Property Clerk Division Jewelry Security Envelopes and peddler seals prior to issuance.
32. Ensure firearms safety station is present and appropriately located.
 - a. Consider safety factors such as a place free from distractions, persons present in the vicinity, etc., for location of firearms safety station.
 - b. Ensure the loading/unloading port is free of debris and obstructions.
 - c. Ensure **GUN SAFETY (PD420-110)** sticker is affixed to all firearms safety stations.
33. Establish and maintain liaison with District Attorney's Office in order to:
 - a. Assist in providing District Attorney's office with any discoverable material (i.e., all records, evidence, test results, notes, videos, photos, etc.) required for all arrests, in a timely manner.
 - b. Ascertain the necessity for all regular day off (RDO) court appearances and, where possible, reschedule such appearance for a date other than the member's RDO.
34. Supervise and monitor performance of:
 - a. Training sergeant,
 - b. Crime analysis sergeant, and
 - c. Traffic safety sergeant.
35. Oversee and supervise the command Community Guide Program.

NOTE

An online user guide is available after logging onto the Leave of Absence management system. Operations coordinators must ensure that all command timekeepers follow the instructions as directed in the guide to make entries in the Leave of Absence – Location During Absence database.



PATROL GUIDE

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COMMAND INTEGRITY CONTROL OFFICER		
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COMMAND INTEGRITY CONTROL OFFICER

1. Perform NO DUTIES other than integrity control.
2. Provide commanding officer with work schedule/roll call by Thursday for the upcoming week (next week).
 - a. Upon approval, provide copy to Commanding Officer, Borough/Bureau Investigations Unit.

NOTE

Assistant integrity control officers will also comply with the above step.

3. Develop and Maintain:
 - a. An Integrity Control Program suitable and responsive to command conditions and
 - b. A comprehensive overtime control plan which includes an audit and review process.
4. Make recommendations to commanding officer concerning integrity control.
5. Observe command conditions and visit corruption prone locations frequently, at irregular hours. Keep commanding officer advised of conditions and possible corruption hazards.
6. Visit command holding cells, detective holding cells, emergency rooms and hospitalized prisoner rooms.
7. Assist commanding officer in developing sources of information regarding integrity and corruption by maintaining rapport with members of the service (uniformed and civilian) and private citizens.
8. Instruct uniformed members of the service, during roll call training, on the proper methods of identifying, reporting and combating corruption.
 - a. Inspect the non-public areas of the command to ensure the two Department signs entitled, **“Reporting Corruption and Misconduct (SP 7)”** and **“Corruption Tears Us All Apart (SP 7-1)”** are conspicuously posted.
9. Comply with Department disciplinary matrix.
 - a. Advise commanding officers/unit commanders concerning appropriate penalties for violations of Department regulations.
10. Conduct investigations and submit reports in response to official communications received from the Internal Affairs Bureau and patrol borough investigations units when so assigned by commanding officer.
11. Compile, maintain and update “Confidential Performance Profile” of subordinate members. Verify the “Profile” annually with the Central Personnel Index of the Personnel Bureau, and forward all necessary “Profile” information to member’s commanding officer when member is transferred.
12. Confer with all sergeants upon their assignment to the command and annually thereafter, apprising them of those members of the command who have significant negative information in their “Confidential Performance Profile.”
13. Conduct CPI check when new members are assigned to command.

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**COMMAND
INTEGRITY
CONTROL
OFFICER
(continued)**

14. Inspect time cards, overtime records, property records, **SUPERVISOR FEEDBACK FORMS**, vending machine ledgers, etc.
15. Maintain records concerning the Integrity Control Program including a "Integrity Monitoring File" (see [A.G. 318-19](#)).
16. Review records relating to court appearances resulting in overtime.
17. Inspect and sign digital **Activity Logs** of sergeants.
18. Inform local businessmen of Departmental policy and provisions of the Penal Law, concerning corruption and gratuities.
19. Develop liaison with Internal Affairs Bureau and patrol borough investigations units to exchange information for self initiated anti-corruption programs.
20. Review Command Log entries regarding invoiced property daily and if any property is stored in the command in excess of thirty days, consult with the operations coordinator, desk officer etc., to determine if an integrity or corruption hazard exists. If so, brief the executive officer/commanding officer and take appropriate action to correct the situation.
21. Notify patrol borough investigations unit concerned regarding self initiated cases.
22. Verify Identification Section's printout of Criminal History Record Inquiries (name checks).
23. Ensure the annual issuance and collection of the NYPD Restricted Parking Permits (Misc. 23-N) is in compliance with [P.G. 219-29](#), *"Distribution and Use of NYPD Restricted Parking Permits."*
24. Check equipment and supplies regarding misuse or misappropriation.
25. Ascertain that computer security and integrity is maintained, including all official Department recorded media or recorded media coming into possession of the Department as evidence or for investigative purposes (e.g., video tape, photographic images or pictures, audio recordings, electronic or internet files, etc.).
26. Conduct investigations when member of the service in the military fails to provide appropriate military contract and drill schedule to precinct timekeepers.
27. Physically inspect all Department radios assigned to command monthly to ensure accountability.
28. Identify all radios assigned outside of command on a permanent basis and confer with the commanding officer regarding the necessity for its continuance.
29. Debrief prisoners concerning corruption/serious misconduct, when possible.
30. Ensure accuracy of the license plates recorded on **CERTIFICATION OF PARKING SUMMONSES SERVED (PD160-146)** by performing random checks of summonses in accordance with established command self-inspection procedures.
31. Use Finest Online Records Management System (FORMS) to regularly review Police Accident Reports (PARs) for the following corruption indicators:
 - a. An inordinate amount of PARs submitted by the same UMOS,

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COMMAND INTEGRITY CONTROL OFFICER (continued)

- b. Discrepancies between the dates and times of submitted PARs and those of UMOS scheduled tours,
 - c. Any PAR submitted by a command clerk, and
 - d. Any PAR submitted by a UMOS assigned to an outside command, i.e. Strategic Response Group, bordering precinct, etc.”
32. Conduct investigation when warranted and contact the Fraudulent Collision Investigation Squad for assistance, if necessary.
33. Access the Department’s intranet webpage each month to ascertain Paid Detail activities of individual members assigned to command, including times and locations.
- a. Select an appropriate representative sampling and compare against command roll call and overtime records to ensure there are no discrepancies.
 - b. Include in command overtime self-inspection program.
34. Inspect all male and female lockers annually, during the month of November, for proper display of Department stickers **POLICE DON’T MOVE (PD672-133)** and **PROPER TACTICS SAVE LIVES (PD642-110)**.
- a. Ensure that the **POLICE DON’T MOVE** sticker contains the member’s rank, name, shield and squad number information
 - b. Enter results of inspection of Department locker stickers in Command Log.

NOTE

Borough Investigations Units and the Borough Training Coordinator will conduct random inspections of Command Level Training Program to ensure all members are receiving required training.

35. Conduct monthly audit of Domain Awareness System (DAS) to ensure desk officers (or counterpart in non-patrol commands) are updating the Automatic Vehicle Location (AVL) system each tour.
- a. Investigate damage caused to any AVL device.
 - b. Ensure all notifications concerning any issues with AVL devices have been made to Information Technology Bureau (ITB) by the desk officer/counterpart.





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EXECUTIVE OFFICER		
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EXECUTIVE OFFICER

1. Assume command and perform functions of the commanding officer during absence.
 - a. Sign routine communications and reports, during absence of twenty-four hours or more.
2. Respond to major radio runs and unusual occurrences within command, when available, and perform prescribed functions.
 - a. Request assistance of the duty captain, as necessary.
3. Make entry in Command Log when reporting on or off-duty.
4. Supervise performance of administrative functions in the command.
5. Study deployment of resources of command and recommend more effective deployment to commanding officer, where appropriate.
6. Assign command police officer to cover traffic posts when traffic conditions require such assignments.
7. Assist the commanding officer in managing the day to day operations and oversight of Neighborhood Policing for the precinct or police service area.
8. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
9. Coordinate all specialized units.
10. Evaluate training, planning and personnel functions and needs of the command and make recommendations to the commanding officer.
11. Inspect uniforms, equipment, and general appearance of members of the command frequently.
12. Inspect and sign digital **Activity Log** of platoon commanders, special operations lieutenants and patrol supervisors at least once a month.
13. Supervise the investigation of communications and preparation and forwarding of written reports.
14. Perform duty under the chart, or as directed by the borough commander and perform functions of "duty captain" when directed.
15. Perform tours, on "open days," which best meet the day to day needs of the command.
16. Do not perform the same duty as commanding officer, if both working the same tour. (One will perform patrol duty and conduct field inspections, etc.).
17. Conduct investigations as directed by commanding officer or other competent authority.
18. Insure that command is clean, all equipment is accounted for and in good condition, and personnel are performing a necessary police duty.
19. Represent the commanding officer at community meetings of concern to command when designated.
20. Perform duty in uniform, when practical.
21. Inspect and sign Interrupted Patrol Log once each tour.
22. Adjudicate command discipline as directed by commanding officer.

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**EXECUTIVE
OFFICER
(continued)**

23. Review Command Log entries regarding invoiced property daily and if any property is stored in the command in excess of thirty days, consult with the operations coordinator, desk officer, evidence/property control specialist etc., to determine the appropriate course of action to expedite the transfer of the property to the final storage location.
 - a. Brief the commanding officer on actions taken.
24. Personally conduct, in conformance with the Quality Assurance Division self-inspection program, the command self-inspection of **STOP REPORT (PD383-151)**.
25. Manage the Field Training Program within the precinct, police service area, or transit district.





PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-31

SUPERVISOR OF PATROL (CAPTAIN)

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SUPERVISOR OF PATROL

1. Conduct tours in either uniform of the day or business attire, in an unmarked Department vehicle.
2. Visit precincts, police service areas, transit districts and borough court section facilities located within borough of assignment at irregular intervals.
 - a. During the course of facility visits, review site security with the desk officer.
3. Randomly visit fixed and/or sensitive posts (e.g., missions, embassies, bridge posts, etc.) within the confines of the assigned borough.
4. Attend roll calls and conduct inspections of uniformed members of the service to ensure the appearance of the members are in compliance with all current uniform, appearance and equipment guidelines.
5. Respond to radio runs at irregular intervals to assess performance of police officers and supervisors, paying special attention to radio runs dispatched at the beginning and end of tours.
6. Visit any operational incident command posts within assigned borough.
7. Keep a record of discipline issued personally, or by direction to subordinates, including the use of **SUPERVISOR FEEDBACK FORMS**.
8. Conduct inspections of locations listed in commands' Integrity Monitoring File.
9. Inspect prisoner holding areas at stationhouses.
10. Inspect precinct lounges/dorms to ascertain if any uniformed members are engaged in unauthorized interrupted patrol.
 - a. Inspect and sign the Interrupted Patrol Log.
11. Confer with integrity control officers about any conditions/hazards affecting commands.
12. Randomly visit cabaret establishments throughout the borough of assignment to ensure uniformed members are properly performing their duties.
13. Confer with commanding officers about uniformed members' performance.
14. Visit uniformed members guarding hospitalized prisoners.
15. Review Command Log entries regarding invoiced property.
 - a. If any property is stored in the command in excess of thirty days, assign a supervisor to conduct an immediate investigation and determine the appropriate course of action to expedite the transfer of the property to the final storage location.
16. Review Command Log regarding invoiced narcotics and ensure all procedures regarding narcotics are being followed.
17. Inspect the digital **Activity Log** of sergeants and lieutenants to ensure they are conducting frequent and irregular visits of their subordinates throughout the tour.
18. Confer with the commanding officer of the borough's investigations unit about matters of importance.



PATROL GUIDE

Section: Duties and Responsibilities

Procedure No: 202-32

DUTY CAPTAIN

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DUTY CAPTAIN

1. Perform duty, in uniform, in patrol borough-based Department Duty Captain Response Vehicle (DCRV).
2. Supervise all personnel performing duty within borough command.
3. Respond to major radio runs and unusual occurrences.

NOTE

If available, the commanding/executive officer, precinct of occurrence, will respond and perform prescribed functions. The duty captain will assist the commanding/executive officer, precinct of occurrence, as requested.

4. Visit precincts, police service areas, transit districts and borough court section facilities located within patrol borough of assignment.
 - a. Inspect and sign Interrupted Patrol Log of commands visited.
 - b. Visit command detention cells, holding cells, detective holding cells, emergency rooms and hospitalized prisoner rooms, and make appropriate Command Log entries to document such visits.
 - c. Personally prepare reports on all prisoner escapes in the absence of commanding officer/executive officer of the precinct, police service area, transit district or borough court section facility of occurrence.
5. Confer with the Traffic Management Center supervisor, when notified by the Operations Unit of a traffic congestion problem or condition.
 - a. Evaluate the situation and assign patrol borough and/or other resources as necessary, to address the condition.
 - b. Direct the Traffic Management Center supervisor to record conditions in the TMC Command Log, and on the Daily Significant Incident Report.
6. Submit report at end of each tour and include:
 - a. Observations and disciplinary action taken
 - b. Visits to stationhouses, police service areas and transit districts
 - c. Unusual occurrences
 - d. Radio backlogs and action taken
 - e. Radio runs to which responded
 - f. Recommendations to improve police services.
7. Make a background inquiry, if necessary, through the Internal Affairs Bureau Command Center during the initial stages of an official investigation involving a member of the service and prior to suspending, modifying or temporarily removing firearms from the member concerned in non-disciplinary cases.

NOTE

This conferral is to obtain background information that may assist in the investigation. All decisions regarding the investigation, as well as any resulting determination regarding the member's duty status, remain the responsibility of the commanding officer/duty captain concerned.

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DUTY
CAPTAIN
(continued)

8. Upon completion of an official investigation for which an Internal Affairs Bureau log number has been generated, prepare and submit to the Internal Affairs Bureau Command Center a detailed report on **Typed Letterhead** regarding the investigation, including the disposition of all allegations and findings, and a determination as to the necessity for further investigation of the incident.
 - a. Make a recommendation to close an investigation if deemed complete.



NYCPD



PATROL GUIDE

Section: Duties and Responsibilities		Procedure No: 202-33
COMMANDING OFFICER		
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COMMANDING OFFICER

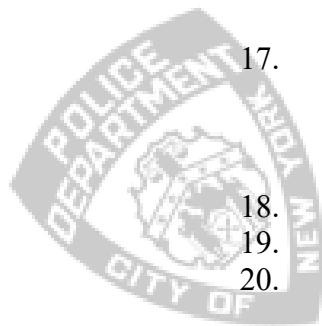
1. Command a precinct, police service area, transit district or similar unit.
2. Be responsible for:
 - a. Proper performance of functions designated for command
 - b. Efficiency and discipline of personnel assigned to command
 - c. Informing members of command of current directives and orders
 - d. Serviceability, proper care and use of facility and equipment assigned to command
 - e. Patrol, administrative, and crime reporting functions of the command.
3. Ensure that the neighborhood policing philosophy informs decision making and advances the Department goals of reducing crime, promoting safety and respect, and solving problems collaboratively.
4. Review **CENTRAL PERSONNEL INDEX BACKGROUND REQUEST (PD449-160)** for personnel assigned to critical positions within the command, upon assignment to a command.
 - a. Review the disciplinary history of members in Performance Monitoring Programs assigned to command.
5. Instruct and frequently test the knowledge of members of command regarding their duties and responsibilities.
6. Respond to major radio runs and unusual occurrences within command, when available, and perform prescribed functions.
 - a. Request assistance of the duty captain, if necessary.
7. Ensure supervisors make frequent personal inspections of the uniforms, equipment and general appearance of members of the service at outgoing roll calls and while on duty.
8. Delegate administrative tasks as follows:
 - a. Assign ranking officers within command to perform tasks normally reserved specifically for commanding officers (e.g., the preparation, signing and forwarding of required reports, forms, **PERFORMANCE EVALUATIONS**, communications, etc.).
 - b. Assign members of command to read, analyze and report on, verbally or in writing, any voluminous communications directed to the commanding officer.
 - c. Assign ranking officer to inspect command facility daily to ensure security, cleanliness and orderly condition.
9. Manage Neighborhood Policing within precinct or police service area.
10. Utilize Neighborhood Policing Application to assist in supervising and conducting neighborhood policing functions, as applicable.
11. Assign members proportionately to squads according to the needs of command. Members having special qualifications are to be assigned to permit greatest use of abilities.

PATROL GUIDE

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COMMANDING OFFICER (continued)

12. Select uniformed members of the service for:
 - a. Steady sector officers.
 - b. Neighborhood coordination officers (NCOs) and neighborhood coordination sergeant.
 - c. Command youth coordination officer, after conferral with borough operations commander.
 - d. Domestic violence prevention officer.
 - e. Digital communications officers (2), in any rank, in addition to their regularly assigned duties (e.g., crime prevention officer, community affairs officer, etc.).
13. Closely monitor the performance of uniformed members of the service assigned to specialized units.
 - a. Ensure they are properly supervised, trained and equipped.
 - b. Deploy based on command crime analysis trends and patterns, with emphasis on violent street crime and burglaries.
 - c. Long term assignments are to be carefully reviewed, i.e., uniformed members assigned to specialized units for a period of five years will be recommended for career path assignments to the Detective Bureau.
14. Maintain record of members who volunteer for specialized units and make assignments accordingly.
 - a. If the member is currently in a Level II or Level III Monitoring Program, contact the Bureau/Borough Commander.
15. Consult with immediate supervisor of member before recommending or granting change of precinct assignment, etc.
16. Review activity of members of command each month.
 - a. Personally review and sign monitoring profiles of members in Level II or Level III Monitoring Programs. Performance profiles (original copies only) are due by the fifth day of each month (quarterly for Level II and monthly for Level III), as appropriate.
17. Notify borough command if at least two supervisors are not available to perform duty on each tour.
 - a. Notify Transit Bureau Wheel for commands within the Transit Bureau.
18. Supervise and monitor performance of the integrity control officer.
19. Supervise and direct community affairs officer, where appropriate.
20. Provide formal orientation program for newly assigned lieutenants, sergeants and police officers on two consecutive day tours including interviews, introductions, and various command conditions, problems, boundaries, crime statistics, etc.
21. Be thoroughly familiar with "Confidential Performance Profile" of subordinate members.



PATROL GUIDE

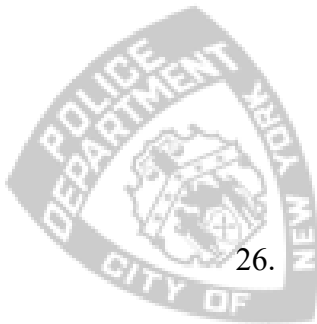
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NOTE

The "Confidential Performance Profile" is an up-to-date and confidential profile of uniformed members who are "personnel concerns" to assist in the supervision, training and development needs of such uniformed members. Included in the profile would be such matters as all past administrative transfers, transfers made by the borough commander at the request of member's previous commanding officer, sick record, disciplinary record and all other Central Personnel Index indicators as well as appropriate command data.

COMMANDING OFFICER (continued)

22. Make entry in Command Log when reporting on or off-duty.
 - a. When leaving for patrol, emergencies, etc., indicate manner of patrol, Department auto number, if applicable, and whether in uniform or civilian clothes.
 - b. Perform duty in uniform whenever practical.
 - c. Use a Department auto when on patrol, when presence is required at the scene of an emergency or when traveling within the city on official business.
23. Maintain as much personal contact as possible with business, civic, fraternal, religious, political, recreational, charitable, youth and poverty corporation groups, local radio stations, local newspapers and other groups or media with community influence and interests to keep abreast of community tensions and trends.
24. Assign competent member to attend scheduled local meetings of the planning board, school board, poverty corporation, or any other community group, to obtain information which will be used to facilitate planning of procedures and/or programs to minimize community tensions and negative trends.
25. Act as the senior problem-solving coordinator for the command. As such be responsible to:
 - a. Identify major crime and quality of life problems affecting the command
 - b. Perform an analysis of the identified crime and quality of life problems in order to separate them into their essential components
 - c. Design a response utilizing command, Department and community resources, and where possible the resources of other agencies
 - d. Implement the designed response
 - e. Evaluate the effectiveness of the response and modify it, if necessary.
26. Notify the borough adjutant or borough executive officer within respective Bureau (Patrol Services, Housing, Transit), upon discovery or notification that there is invoiced property stored in the command in excess of thirty days and:
 - a. Conduct investigation
 - b. Expedite transfer of property to final storage location.
27. Confer with Commanding Officer, Performance Analysis Section regarding removal proceedings when member of the service fails to perform assigned duties in a satisfactory manner.



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**COMMANDING
OFFICER
(continued)**

28. Visit upon assignment to command and semi-annually thereafter, for briefing, the following:
 - a. Civilian Complaint Review Board
 - b. Internal Affairs Bureau
 - c. Community Affairs Bureau
 - d. Quality Assurance Division.
29. Review and evaluate upon initial assignment to command, all Clergy Liaisons.
30. Visit the Deputy Commissioner, Equity and Inclusion (DCEI), for briefing upon assignment to command and annually thereafter, and:
 - a. Meet annually with ranking officers/supervisors within command to discuss their responsibilities under the New York City Police Department's Equal Employment Opportunity (EEO) Policy,
 - b. Identify and recommend one or more non-supervisory member(s) of the service who are willing to voluntarily serve as an EEO Liaison with DCEI approval, and
 - c. Ensure that all members assigned to command are aware of EEO Liaison Network guidelines.
31. Develop and review precinct School Security Plan, Summer Youth Security Plan and Safe Corridor Plan and Safe Passage Plan for Transit Bureau commands.
32. Ensure all members of command comply with [A.G. 332-01, "Employment Discrimination"](#) and [A.G. 332-02, "Sexual, Ethnic, Racial, Religious, or other Discriminatory Slurs through Display of Offensive Material."](#)
33. Review and analyze reports received from a staff inspection unit.
 - a. Respond to report as requested and institute actions to correct any deficiencies identified.





PATROL GUIDE

Section: Duties and Responsibilities		Procedure No: 202-34
DUTY INSPECTOR		
DATE EFFECTIVE: 05/27/21	LAST REVISION: I.O. 27	PAGE: 1 of 1

DUTY INSPECTOR

1. Notify Borough Wheel at start of tour and be briefed as to current conditions, special events, or details in assigned borough(s).
2. Perform duty in uniform.
3. Perform unannounced visits to precincts, police service areas and transit districts located within patrol borough of assignment.
4. Supervise and confer with duty captain regularly throughout tour.
5. Act as a representative of the borough commander during tour.
6. Respond to serious incidents, including:
 - a. Uniformed member of the service involved shootings,
 - b. Deaths in police custody,
 - c. Level II, III and IV mobilizations (not drills) involving two or more Strategic Response Groups,
 - d. Major disruptions of traffic and transportation within the borough,
 - e. Suspensions involving members of the service, and/or
 - f. Any other incident which is (or appears likely to become) newsworthy/noteworthy for any reason.
7. Assume command of incident, if highest ranking member of the service on scene.
8. Confer frequently with Borough Wheel throughout tour.
9. Notify Borough Wheel, Operations Unit and duty chief of serious incidents and duty status changes of members of the service immediately.





PATROL GUIDE

Section: Duties and Responsibilities		Procedure No: 202-35
DUTY CHIEF		
DATE EFFECTIVE: 05/27/21	LAST REVISION: I.O. 37	PAGE: 1 of 1

DUTY CHIEF

1. Notify Operations Unit at start of tour and be briefed as to current conditions.
2. Perform duty in uniform.
3. Act as a representative of the Chief of Department during tour of duty.
4. Respond to serious incidents, including:
 - a. Uniformed member of the service involved shootings
 - b. Deaths in police custody
 - c. Level III and IV Mobilizations (not drills) involving three or more Strategic Response Groups
 - d. Major disruptions of transportation
 - e. Any other incident which is (or appears likely to become) newsworthy/noteworthy for any reason.
 - (1) Consider whether response will be beneficial to the investigation of the incident.
5. Assume command of incident if highest ranking member of the service on the scene.
6. Keep Operations Unit informed of all facts concerning major incidents.
7. Confer frequently with Operations Unit throughout tour.





PATROL GUIDE

Section: Complaints		Procedure No: 207-02
COMPLAINTS NOT RECORDED ON COMPLAINT REPORT		
DATE EFFECTIVE: 07/11/22	LAST REVISION: I.O. 80	PAGE: 1 of 2

COMPLAINT

HOW RECORDED OR REFERRED

1. Complaints of Juvenile Delinquency (Except selected offenses listed in *P.G. 207-01, "Complaint Reporting System"*). ➤ **JUVENILE REPORT SYSTEM WORKSHEET (PD377-159A)** see [P.G. 215-08, "On-Line Juvenile Report System."](#)
2. Truancy ➤ **YOUTH REFERRAL (PD377-153)** see [P.G. 215-07, "Truants."](#)
3. Person in need of supervision (PINS) that is less than eighteen years of age. ➤ **JUVENILE REPORT SYSTEM WORKSHEET (PD377-159A)** see [P.G. 215-08, "On-Line Juvenile Report System."](#)
4. Persons wanted for crimes in or by other jurisdictions. ➤ Referred to detective squads concerned for appropriate follow-up.
5. Civilian Complaints made against uniformed members of the service under the jurisdiction of the Civilian Complaint Review Board. ➤ **CIVILIAN COMPLAINT REPORT (PD313-154), CIVILIAN COMPLAINT REPORT STATISTICAL SUMMARY SHEET (PD313-154B)**, inform Civilian Complaint Review Board and make Command Log entry, (if no Command Log then prepare **Typed Letterhead**) see [P.G. 207-28, "Processing Civilian Complaints."](#)
6. Civilian Complaints made against civilian members of the service, including Traffic Enforcement Agents. ➤ **CIVILIAN COMPLAINT REPORT (PD313-154), CIVILIAN COMPLAINT REPORT STATISTICAL SUMMARY SHEET (PD313-154B)**, inform Internal Affairs Bureau and make Command Log entry (if no Command Log then prepare **Typed Letterhead**) see [P.G. 207-28, "Processing Civilian Complaints."](#)
7. Allegation of corruption and/or serious misconduct and/or misconduct involving another member of the service. ➤ Internal Affairs Bureau, see [P.G. 207-21, "Allegations Of Corruption And Other Misconduct Against Members Of The Service."](#)
8. Allegation of corruption and/or serious misconduct and/or misconduct against self. ➤ Call supervising officer to scene, see [P.G. 207-21, "Allegations Of Corruption And Other Misconduct Against Members Of The Service."](#)
9. Allegation of corruption and/or serious misconduct and/or misconduct against any federal, state, or city employee other than a member of the service. ➤ Commanding Officer (if absent, highest ranking supervisor) **and** Internal Affairs Bureau, see [P.G. 207-22, "Allegations Of Corruption Against City Employees \(Other Than Members Of The New York City Police Department\)."](#)

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10. Unnecessary noise violations.
 - Referred to uniformed members of the service on patrol (see [P.G. 214-23](#), “*Unreasonable Noise Violations*”).
11. Found Property
 - Command Log entry and forward **REPORT OF UNCLAIMED PROPERTY (PD542-122)** to Stolen Property Inquiry Section. [See P.G. 218-26](#), “*Processing Found Property*.”
12. Arrest by and/or for other authorities.
 - **OLBS ARREST WORKSHEET (PD244-159)** detained for authority concerned.
13. Arrest on a warrant for which a **COMPLAINT REPORT** was previously prepared or for which a parking or personal summons was previously issued.
 - **OLBS ARREST WORKSHEET (PD244-159)**
14. Arrest of a civil nature - material witness, paternity warrant, etc.
 - **OLBS ARREST WORKSHEET (PD244-159)**





PATROL GUIDE

Section: Complaints		Procedure No: 207-03
VOIDING COMPLAINT REPORTS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 2

PURPOSE To eliminate complaints which were improperly recorded.

PROCEDURE To VOID COMPLAINT REPORT (PD313-152) after assignment of a precinct serial number:

- DESK OFFICER**
1. Determine if complaint should be voided. A complaint should be voided if:
 - a. The complaint is a duplicate of a previously reported incident, or
 - b. The incident occurred within the confines of another precinct, or
 - c. The incident occurred outside the confines of New York City, or
 - d. A **COMPLAINT REPORT** was prepared for a complaint which should have been recorded in another manner (e.g., an allegation of corruption against a member of the service, a precinct complaint number was used for a complaint which should receive a Detective Bureau number, a precinct complaint number was used for an incident/condition which should have been recorded via [P.G. 212-12, "Citywide Intelligence Reporting System,"](#) etc.).
 2. Determine if **COMPLAINT REPORT** has been finalized (i.e., signed-off) in the OMNIFORM System.

IF COMPLAINT REPORT HAS NOT BEEN FINALIZED:

- DESK OFFICER**
3. Enter reason(s) for voiding complaint under "Details" on **COMPLAINT REPORT WORKSHEET**.
 4. Have **COMPLAINT REPORT WORKSHEET** filed chronologically in rear of precinct complaint file.
 5. Utilize VOID function on the OMNIFORM System to properly document the VOIDED complaint.

IF COMPLAINT REPORT HAS BEEN FINALIZED:

- DESK OFFICER**
6. Have command clerk prepare **Omniform Complaint Revision**.

- MEMBER OF THE SERVICE**
7. Reclassify original offense to "VOIDED."
 8. Enter under "Details" on **Omniform Complaint Revision**:
 - a. The specific reason for voiding the original complaint.
 - (1) If complaint referred to another command indicate the new command and new OLCS serial number from that command.
 - (2) If the complaint is a duplicate of a previously reported complaint, indicate the reason for voiding as "Duplicate Report" and the original complaint serial number.
 9. Attach precinct of record copy of **Omniform Complaint Revision** to precinct file copy of voided **COMPLAINT REPORT**.

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DESK OFFICER 10. Ensure that **Omniform Complaint Revision** is distributed in same manner as voided **COMPLAINT REPORT**.

NOTE *After a **COMPLAINT REPORT** has been finalized, a complaint serial number (voided or not) cannot be changed in the OMNIFORM System.*

*Any notifications made prior to voiding complaint will be amended after the **COMPLAINT REPORT** is voided.*

**ADDITIONAL
DATA**

*There is a distinction between voided complaints and unfounded complaints. A voided complaint is one in which the **COMPLAINT REPORT** should not have been prepared. An unfounded case is one in which the report should have been prepared but subsequent information leads to the determination that the case should be classified as unfounded (e.g., a voided case is one in which a **JUVENILE REPORT SYSTEM WORKSHEET (PD377-159A)** rather than a **COMPLAINT REPORT** should have been prepared; an unfounded case is one in which a vehicle is reported stolen by a complainant and later a tow company informs the precinct that the vehicle was legally towed).*





PATROL GUIDE

Section: Complaints		Procedure No: 207-04
REPORTING OF COMPLAINTS OCCURRING IN ANOTHER COMMAND		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 2

PURPOSE

To refer certain complaints occurring in another command.

SCOPE

Complaint data entered into the OMNIFORM System will automatically be made available to a transit district covered by that precinct. Conversely, complaint data entered into the OMNIFORM System from a transit district will be available to a precinct covered by that district. This will NOT occur if the precinct and transit district boundaries do not overlap. Therefore, when a member of the service in a precinct takes a complaint pertaining to an incident that occurred within a transit district covering that precinct, the complaint will be entered into the OMNIFORM System by that precinct's personnel and will be finalized by the transit district desk officer. Similarly, when a member of the service in a transit district takes a complaint pertaining to an incident that occurred within a precinct covering that district, the complaint will be entered into the OMNIFORM System by that district's personnel and will be finalized by the precinct desk officer. Transit desk officers will be responsible for finalizing ALL complaints under their jurisdiction (i.e., code 01). In any event, the procedure below MUST be followed for ALL complaints occurring in another command even where the automated transfer of data takes place in order to allow the precinct/district concerned to review **COMPLAINT REPORT WORKSHEET (PD313-152A)** prior to finalization.

PROCEDURE

When informed of a complaint which occurred in another command:

MEMBER OF THE SERVICE

1. Thoroughly interview complainant and obtain facts.
2. Prepare **COMPLAINT REPORT WORKSHEET**.
3. Give **COMPLAINT REPORT WORKSHEET** to desk officer.

DESK OFFICER (PRECINCT TAKING REPORT)

4. Ensure applicable complaint reporting guidelines have been followed (see especially [P.G. 207-07, "Preliminary Investigation Of Complaints \(Other Than Vice Related Or Narcotics Complaints\)"](#)).
5. Sign **COMPLAINT REPORT WORKSHEET** and give to stationhouse clerk.

COMMAND CLERK (PRECINCT TAKING REPORT)

6. Notify precinct of record that **COMPLAINT REPORT WORKSHEET** has been prepared and will be forwarded to precinct of record.
7. Forward **COMPLAINT REPORT WORKSHEET** to precinct/ transit district of record via email.
8. Enter precinct and/or transit district of record and title/rank, name of member of the service receiving complaint at precinct/transit district of record under "Details" on **COMPLAINT REPORT WORKSHEET**.
9. Retain **COMPLAINT REPORT WORKSHEET** in command file.

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**COMMAND
CLERK,
PRECINCT/
TRANSIT
DISTRICT OF
RECORD**

10. Record and process complaint as if received directly from complainant and comply with provisions of [P.G. 207-07, "Preliminary Investigation Of Complaints \(Other Than Vice Related Or Narcotics Complaints\)"](#).
 - a. Retain copy of received **COMPLAINT REPORT WORKSHEET** in command file.





PATROL GUIDE

Section: Complaints

Procedure No: 207-05

DUPLICATE COPIES OF COMPLAINT REPORTS

DATE EFFECTIVE:

05/23/22

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PURPOSE To have the reporting command forward finalized duplicate copies of **COMPLAINT REPORTS (PD313-152)** to outside agencies.

PROCEDURE When outside agencies require duplicate copies of the **COMPLAINT REPORT**.

DESK OFFICER 1. Upon finalization, direct the command clerk to send a duplicate copy of the **COMPLAINT REPORT** to an agency as follows:

COMPLAINT

DUPLICATE COPY FOR

- | | |
|--|--|
| 1. Involving pharmacist, drug wholesaler, manufacturer or associated person re: manufacture, sale or distribution of drugs | ✓ State Board of Pharmacy |
| 2. Involving actual bombing or threat of bombing | ✓ Internal Revenue Service-Assistant Regional Commissioner, Alcohol, Tobacco and Firearms Division |
| 3. Involving food stamps | ✓ U.S. Department of Agriculture |
| 4. Involving licensed tow car owner/operator | ✓ Department of Consumer and Worker Protection |
| 5. Involving arson, attempted arson, or related criminal mischief | ✓ New York City Fire Department, Division of Fire Investigation |
| 6. Occurring in a New York City municipal garage or municipal parking lot | ✓ New York City Department of Transportation, Bureau of Traffic Operations |
| 7. Occurring on Federal facility | ✓ Federal Protective Service |
| 8. Occurring on LIRR facility/Metro-North facility | ✓ MTA Police |
| 9. Occurring on bridges/tunnels | ✓ MTA/Triborough Bridge and Tunnel Authority Police |
| 10. Occurring on CSX Transportation Company facility | ✓ CSX Police |
| 11. Occurring on property under jurisdiction of NYC Health and Hospital Corporation | ✓ Health and Hospitals Corporation |
| 12. Occurring on Port Authority facility | ✓ Port Authority Police |
| 13. Occurring on property under jurisdiction of NYC Department of Parks & Recreation | ✓ NYC Department of Parks & Recreation |
| 14. Department of Health employees or persons impersonating Department of Health employees | ✓ Inspector General, Department of Health |
| 15. Involving suicide/suspicious deaths of U.S. Army members or their immediate family dependents | ✓ U.S. Army Criminal Investigation Division |

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16. Any incident involving licensed yellow medallion taxis, for-hire vehicles (liveries/limousines) or their owner/drivers

✓ NYC Taxi and Limousine Commission



NYPD



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NOTIFICATIONS		
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PURPOSE To make special notifications for certain complaints.

PROCEDURE Special notifications will be made upon receipt of the following complaints:

DESK OFFICER 1. Notify the Operations Unit direct for:

<u>COMPLAINT</u>	<u>OPERATIONS UNIT TO NOTIFY</u>
• Counterfeit/forged U.S. Government obligations	➤ U.S. Treasury Department, Secret Service Bureau
• Employee, Department of Health, or person impersonating such employee	➤ Inspector General, Dept. of Health AND Command Center, IAB
• Criminal impersonation of tax official, extortion/bribery involving employee, Department of Finance	➤ Inspector General, Dept. of Finance AND Command Center, IAB
• Involving property of U.S. Postal Service or postal employees performing official duty	➤ Postal Inspector-in-Charge, N.Y.C. AND Command Center, IAB
• Contraband weapons	➤ Alcohol, Tobacco and Firearms Division of Internal Revenue Service
• Actual/suspected tampering, consumer products	➤ New York State Police
• Home invasion robbery	➤ Detective Bureau Wheel

2. Notify units/agencies DIRECTLY for the following:

- a. Child under eighteen years of age: ABUSED, NEGLECTED OR MALTREATED - notify New York State Child Abuse and Maltreated Register.
- b. IMPERSONATION OF A POLICE OFFICER - notify Command Center, Internal Affairs Bureau at (212) 741-8401.

NOTE

*Do not refer complaint to the Internal Affairs Bureau for investigation unless otherwise instructed by the IAB Command Center supervisor. Forward a copy of **COMPLAINT REPORT (PD313-152)** to Command Center in a sealed envelope*

- c. INVOLVING PRIVATE CARTING INDUSTRY, CITY OWNED WHOLESALE MARKETS, OR BOATS INVOLVED IN OFFSHORE SHIPBOARD GAMBLING EMANATING FROM NEW YORK CITY LOCATIONS – notify Business Integrity Commission, via Detective Bureau Wheel.

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NOTE

The Business Integrity Commission is responsible for the following City owned Wholesale Markets: • Gansevoort Meat Market, 556-89 West Street, Manhattan (6 Pct.) • The New Fulton Fish Market Cooperative at Hunts Point Inc, 800 Food Center Drive, Bronx (41 Pct.) • Hunts Point Cooperative Market Inc, 355 Food Center Drive, Bronx (41 Pct.) • NYC Terminal Produce Cooperative Market, Halleck and Spofford Streets, Bronx (41 Pct.) • Brooklyn Terminal Market, 8925 Foster Avenue, Brooklyn (69 Pct.) • Brooklyn Terminal Meat Market, 5600 First Avenue, Brooklyn (72 Pct.).

DESK OFFICER (continued)

- d. Any complaint involving an ATM related larceny or attempt - notify the Detective Bureau's MS, MN, BX, BS, BN, QS, QN or SI Grand Larceny Squad concerned via email at MSGLS@NYPD.org, MNGLS@NYPD.org, BXGLS@NYPD.org, BSGLS@NYPD.org, BNGLS@NYPD.org, QSGLS@NYPD.org, QNGLS@NYPD.org or SIGLS@NYPD.org and provide details.
- e. Any complaint involving:
 - (1) A skimmer device, or
 - (2) The recording of personal financial information – notify the Financial Crimes Task Force by phone and via email at FCTF@NYPD.org and provide details.
- f. Any complaint of sexual assault or sexual harassment of a prisoner while the prisoner is in custody of this Department – notify Criminal Justice Bureau of details via email at cjb@nypd.org.

PUBLIC WELFARE AND PUBLIC ASSISTANCE FRAUDS:

UNIFORMED MEMBER OF THE SERVICE

3. Provide commanding officer with any information received regarding Public Welfare and Public Assistance Frauds.

COMMANDING OFFICER

4. Submit a report of the details of the information received directly to the Police Commissioner to be forwarded to the Human Resources Administration Administrator/Commissioner of the Department of Social Services for investigation and appropriate action.
 - a. Forward a duplicate copy of the report through channels.

ADDITIONAL DATA

Ordinarily a summary arrest will NOT be made on complaints of Public Welfare and Public Assistance Frauds unless other elements are present, i.e., safety of the officer or other persons.

Allegations of corruption and/or serious misconduct involving any federal, state or city employee, other than a member of the service, will be processed in accordance with [P.G. 207-02, "Complaints Not Recorded on Complaint Report."](#) The Chief of Internal Affairs, will be responsible for notification and disbursement of information pertaining to such allegation, to the appropriate agency.

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**ADDITIONAL
DATA**
(continued)

Whenever a member of this Department (other than a member assigned to Internal Affairs Bureau or Detective Bureau) requires the assistance of the Immigration and Customs Enforcement solely in connection with a criminal investigation, a notification will be made to the Intelligence Division twenty-four hours a day, seven days a week. The Intelligence Division will process the request and the member requesting assistance will provide the Intelligence Division with all pertinent details and advise whether the request is of a routine or emergency nature. The Intelligence Division will maintain a log of any such requests for assistance in connection with a law enforcement investigation. Routine requests for assistance in connection with a law enforcement investigation will be telephoned to Immigration and Customs Enforcement at 0800 hours each weekday morning by members assigned to the Intelligence Division. The Immigration and Customs Enforcement will be requested to contact the requesting member of this Department. Emergency requests for assistance in connection with a law enforcement investigation will be made by the Intelligence Division to the designated after-hours Immigration and Customs Enforcement supervisor or selected agent. The requesting member of the service will be notified by the Intelligence Division of the response that was provided by Immigration and Customs Enforcement. Their response may include opening their file rooms on an after-hours basis and/or to have an agent respond to a particular location. It will be the responsibility of the requesting member of the service to notify the Intelligence Division if Immigration and Customs Enforcement fails to respond to the initial request for assistance. Members of the service are reminded that pursuant to [P.G. 212-126, "Requests to Provide City Resources for Immigration Enforcement,"](#) members of the service while on duty may not use their time, Department equipment or Department property to support or assist in immigration enforcement.





PATROL GUIDE

Section: Complaints

Procedure No: 207-07

PRELIMINARY INVESTIGATION OF COMPLAINTS (OTHER THAN VICE RELATED OR NARCOTICS COMPLAINTS)

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PURPOSE

To investigate, record and refer complaints (other than vice, narcotics or organized crime related complaints).

DEFINITIONS

ACTIVE CASE - Investigation has not been exhausted or complaint has not been classified as closed.

CLOSED CASE - A complaint which has been investigated and:

- a. Results have been obtained in full, or
- b. Results have been obtained in part and no further results can be obtained, or
- c. No results can be obtained, or
- d. Complaint referred to court for process, or
- e. Complaint is unfounded.

UNFOUNDED CASE - One in which:

- a. An offense is reported and, as a result of subsequent information, it is determined that no offense occurred (this includes complaints determined to be of a civil nature only), or
- b. A report of lost property is made by a complainant who later reports having misplaced the property and found it.

PROCEDURE

When assigned to investigate a complaint:

UNIFORMED MEMBER OF THE SERVICE

1. Interview complainant and any witnesses, obtain facts and safeguard evidence.
 - a. DO NOT DISTURB POSSIBLE EVIDENCE AT A CRIME SCENE (see [P.G. 212-04, "Crime Scene"](#)).
 - b. Comply with [P.G. 212-90, "Guidelines for Interaction with Limited English Proficient \(LEP\) Persons,"](#) if complainant or witness appears to have difficulty understanding/communicating in English.
 - c. Comply with [P.G. 212-104, "Interaction with Persons who are Deaf or Hard of hearing,"](#) if complainant or witness appears to be Deaf or hard of hearing.
2. Conduct thorough field investigation.
 - a. Transmit alarm, if necessary.
 - b. Where necessary, attempt to have witnesses remain and immediately record their names, addresses, telephone numbers, dates of birth, any relevant statements whether casually or formally made, and any other pertinent information.
 - c. Determine all offenses that occurred during incident.
 - (1) The most serious offenses (up to ten) will be recorded on a **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
3. Notify the patrol supervisor of any serious or unusual complaints.

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PATROL SUPERVISOR

4. Promptly report all cases listed directly below to the appropriate units:
 - a. MAJOR CASE UNIT
 - (1) Burglary or attempt of a bank or bank safe
 - (2) Larceny by extortion or attempt, from a bank
 - (3) Robbery or attempt of a bank and perpetrator not armed (simulated gun, threatening note, etc.)
 - (4) Burglary of a truck contents over \$100,000.00
 - (5) Larceny of a truck contents over \$100,000.00
 - (6) Robbery of truck and contents by hijacking
 - (7) All robberies in warehouse depots or similar locations where the object of the crime is a truck or its contents
 - (8) All commercial burglaries in which the value of property stolen exceeds \$100,000.00
 - (9) Art theft.
 - b. JOINT VIOLENT CRIMES TASK FORCE
 - (1) All armed bank robberies.
 - c. HIGHWAY DISTRICT
 - (1) All motor vehicle/bicycle collisions which result in death, serious injury and likely to die, or critical injury to an individual.
 - d. SPECIAL VICTIMS UNIT
 - (1) All sex crimes or attempts against any person of any age (see [P.G. 207-33, "Complaints Involving Sex Crimes"](#))
 - (2) Any allegation that a child less than eleven years of age is the victim of abuse inflicted by a parent or person legally responsible for the child's care (see [P.G. 215-03, "Emergency Removals or Investigation and Reporting of Abused, Neglected, or Maltreated Children."](#))
 - (3) Any offense related to, or suspected of relating to human trafficking.

NOTE

When a uniformed member of the service encounters a victim of, or a suspected victim of human trafficking, the uniform member of the service must also:

- (a) *Advise the person of the availability of social and legal services available.*
- (b) *Offer to contact provider of social or legal services and connect the provider with the complainant/victim.*
- (c) *Inform person that a list of social and legal services providers may be found on the nyc.gov website at: http://www1.nyc.gov/site/nypd/services/victim-services/resource_service_websites.page.*
- (d) *In instances when Special Victims Unit is not available, or if immediate assistance is needed, or victim is still present, call the Human Trafficking Hotline at (646) 610-7272.*

5. Notify the desk officer, police service area (PSA)/transit district when incident occurs on housing/transit jurisdiction, as appropriate.

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UNIFORMED MEMBER OF THE SERVICE

6. Prepare **COMPLAINT REPORT WORKSHEET**.
 - a. Comply with the Crime Complaint Reporting System Reference Guide.
 - b. Indicate preliminary 'Classification Type.'
 - c. Record all offenses (up to ten) occurring within incident.
 - d. Record sufficient facts that caused determination of preliminary classification of incident and all associated offenses.
 - e. Indicate in the appropriate box on **COMPLAINT REPORT WORKSHEET** above the 'Details' section whether an interpreter was used during the preliminary investigation and list the name, address and telephone number of the interpreter, as appropriate.
 - f. Indicate 'yes' and the appropriate language under the caption 'Is this person not proficient in English' in the 'victim' and 'reporter/witness' sections of the **COMPLAINT REPORT WORKSHEET**, if the listed person has apparent difficulty understanding/communicating in English, regardless of whether or not further investigation is required.
 - g. Indicate 'Yes' or 'No,' as appropriate, in the 'Victim of Similar Incident' caption located within the 'Victim' section.
 - h. Notify complainant that they may receive a text message from the Department asking them to participate in a customer service survey.
 - (1) Do not notify member of the public who record a complaint for matters involving sex crimes, domestic violence/family offense, juveniles (defined as being 17 years old or younger), homicides, or any other incident deemed inappropriate, about being contacted via text message.
 - (2) Make note in 'Details' section of **COMPLAINT REPORT WORKSHEET**, if notification was made.

NOTE

If complainant is age sixty-five years or older and was the victim of a similar crime while sixty-five years or older, enter statement "victim of a similar crime," including the time frame between the crimes, in the "Details" section (e.g., Victim of a similar crime approximately two years ago).

7. Determine if complaint should be closed or referred for further investigation.
 - a. Refer complaint if it is determined through the field investigation that there is a need for a specialist or other investigative unit to conduct a further investigation.
 - b. Consult with patrol supervisor or desk officer, if doubt exists as to whether a complaint should be closed or referred for investigation.
8. Notify and refer the case to the detective squad when further investigation is required for the following:
 - a. Any offense and victim suffers a serious physical injury including assault
 - b. Robbery, where a firearm or dangerous instrument was used or the victim is a sixty years of age or older

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UNIFORMED MEMBER OF THE SERVICE (continued)

- c. Burglary and person present or property valued over \$5,000.00 (\$10,000.00 in Manhattan) was taken or firearm or safe involved
- d. Crime was committed with unique/unusual modus operandi
- e. Complainant was the victim of the same or similar crime within the last six months
- f. Perpetrator may be identified or is known
- g. Similar crimes have been committed in the vicinity
- h. Complainant, or offense committed, may create unusual community or police interest
- i. Impersonation of a police officer or other law enforcement officer
 - (1) Make additional notification to Internal Affairs Bureau for any police impersonation.
 - (2) Comply with P.G. 207-14, "Robbery Complaints Involving Police Impersonation" if an impersonation of a law enforcement officer is coupled with a robbery or other serious crimes.
- j. Identity theft
 - (1) The Financial Crimes Task Force will be responsible for the investigation of all cases involving identity theft related larcenies where loss is valued at \$5,000 or more, or there is a pattern involving more than one NYPD precinct, or for any case where the expertise, equipment and resources of the Financial Crimes Task Force are most appropriate to the investigation
- k. Other complaints as deemed necessary by competent authority.
9. Notify the innocent victim of a crime or surviving relative, if such victim has sustained a personal injury, death or loss of essential personal property, that compensation may be available as per the Crime Victim's Compensation Law.
 - a. Provide victim or relative with a Crime Victims Board Information Card.
 - b. Check box under victim information on **COMPLAINT REPORT WORKSHEET** that victim or relative was notified.

ASSIGNED DETECTIVE

10. Perform step "9" while conducting follow-up investigation if circumstances prevented uniformed member of the service from making the personal notification.
 - a. Document notification on **COMPLAINT FOLLOW-UP INFORMATIONAL (PD313-081A)**.

UNIFORMED MEMBER OF THE SERVICE

11. Notify desk officer upon completion of investigation and deliver **COMPLAINT REPORT WORKSHEET** and **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT (PD313-1516)** (see P.G. 207-12, "Lost or Stolen Property/Identity Theft") if prepared, as soon as possible.
 - a. Make entry in digital **Activity Log** of details of complaint.

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- DESK OFFICER**
12. Carefully examine **COMPLAINT REPORT WORKSHEET** for accuracy and completeness.
 13. The following list, while not exclusive, should be closely scrutinized when examining **COMPLAINT REPORT WORKSHEET**
 - a. Verify that required notifications and proper referral of active cases have been made
 - b. Ensure proper jurisdiction code is indicated
 - c. Ensure the offense is classified properly.
 - d. Review all associated offenses and ensure that the most serious offenses (up to ten) are recorded.
 14. Comply with **Crime Complaint Reporting System Reference Guide** to ensure proper crime classification and recording of multiple offenses.
 15. Sign **COMPLAINT REPORT WORKSHEET** and have command clerk enter complaint into the OMNIFORM System.
 - a. The OMNIFORM System will automatically assign next complaint number.
- MEMBER OF SERVICE**
16. Enter information into OMNIFORM System from **COMPLAINT REPORT WORKSHEET**.
- DESK OFFICER**
17. Carefully examine **COMPLAINT REPORT** prior to finalizing and ensure necessary captions (i.e., 'Details' section) have been completed, accurately transposed, and that documentation accurately reflects the crime classification and all associated offenses up to ten.
 - a. Take corrective action, as necessary.
 18. Finalize (i.e., sign-off) the **COMPLAINT REPORT** utilizing the OMNIFORM System if **COMPLAINT REPORT** is accurate and complete.
 19. Ensure that all members of the service are complying with current complaint reporting procedures.
 - a. Instruct members of the service (especially those with recurrent or serious mistakes) in proper procedures for preparing worksheets and **COMPLAINT REPORTS**.
 - (1) Monitor and follow-up as necessary.
 - (2) Advise training sergeant of deficiencies.
- PLATOON COMMANDER**
20. Ensure that proper entries are made regarding **COMPLAINT REPORT(S)** during tour.
 - a. Confer with the training sergeant pertaining to deficiencies in regard to accurate preparation of **COMPLAINT REPORT(S)**.
- COMMANDING OFFICER**
21. Review **COMPLAINT REPORTS**, especially those cases closed by members of the service assigned to patrol, and have corrections made, if necessary.

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ADDITIONAL DATA

OPERATIONAL CONSIDERATIONS

*If during the course of an official investigation information is required from the Parking Violations Bureau, the uniformed member of the service concerned will prepare two copies of **OFFICIAL LETTERHEAD (PD158-151)** addressed to the Commanding Officer, Investigation Review Section, requesting the information required. The commanding officer of the requesting member will endorse and forward both copies of the request to the Investigation Review Section, Office of the Chief of Department, in a sealed envelope marked "CONFIDENTIAL." Investigation Review Section personnel will send a copy of the request to the Parking Violations Bureau and file the other copy. When a reply is received, it will be forwarded to the requesting member in a sealed envelope. The file copy of the request will be removed from the file and destroyed. In an extreme emergency, the Commanding Officer, Investigation Review Section may establish personal liaison with the Parking Violations Bureau to expedite an investigation.*

When appropriate, after consultation with the patrol borough commander, the detective borough commander may take charge of an investigation not ordinarily referred to a Detective Bureau command.

An automated teller machine (ATM) related crime may be defined as, but is not limited to, criminal activity against a bank patron who is about to use, is currently using or has just completed using an automated teller machine for any type of transaction, and is in the vicinity of the machine or has been followed from the automated teller machine to another location.

*Members of the service preparing **COMPLAINT REPORTS** for automated teller machine (ATM) related crimes will specify that the crime is automated teller machine (ATM) related by entering such in the caption titled, "Actions of Victim Prior to Incident." In addition, supporting information will be articulated under the "Details" section of the **COMPLAINT REPORT**.*

The Central Records Division, Identification Section has an Intranet application that provides immediate access to Orders of Protection issued by ALL New York City based courts, permitting users to search the Department's Order of Protection Database and display or print a copy of the actual court order. This includes not only Orders of Protection involving persons defined under the family/household – expanded definition, but also all individuals who are either the defendant or petitioner of an Order of Protection from any New York City based court. This database is designed to verify that an Order of Protection was issued and to provide a copy of the actual order directly at the command level. This application will also provide access to expired Orders of Protection. Questions or assistance should be directed to the Identification Section's Order of Protection Unit or the Information Technology Bureau (ITB) Service Desk.

If during the course of a preliminary investigation the identity of a person, present or not, is disclosed and there is insufficient evidence to make an arrest, a warrant check will be conducted as per [P.G. 208-22, "Performing Local, State and Federal Warrant Checks"](#) prior to closing the case.

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**ADDITIONAL
DATA
(continued)**

The Special Victims Unit will investigate robberies committed by police impersonators which include any sexual assault, and the Police Impersonation Investigation Unit will assist in the investigation.

Complaints of robbery/attempted robbery and homicide/attempted homicide of drivers of medallion taxicabs, non-medallion for-hire vehicles, and delivery trucks require a notification to the Crimes Against Persons Unit.



NYCPD



PATROL GUIDE

Section: Complaints

Procedure No: 207-09

FOLLOW-UP INVESTIGATIONS OF COMPLAINTS ALREADY RECORDED

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PURPOSE

To report additional information concerning a previously recorded complaint.

PROCEDURE

Upon receiving additional information concerning a reported complaint after the **COMPLAINT REPORT (PD313-152)** has been **FINALIZED** in the OMNIFORM System:

MEMBER OF THE SERVICE

1. Prepare **Omniform Complaint Revision** only when additional information falls into any of the following categories:
 - a. Crime classification change (e.g., assault to homicide),
 - b. Addition or removal of any offenses,
 - c. Addition or removal of any victims or offenders,
 - d. Information which will amend a previously recorded P.D. code (crime sub-classification e.g., time of day for a burglary),
 - e. Case clearance (e.g., initial arrest only, exceptional clearances, unfounded),
 - f. Voiding a complaint after finalization in OMNIFORM System,
 - g. Recovered property not previously reported,
 - h. Additional stolen property not previously reported,
 - i. Serial numbers obtained for property previously reported, Dead human is identified and property has been invoiced to the Property Clerk or Public Administrator.”

NOTE

*There is a distinction between voided complaints and unfounded complaints. A voided complaint is one in which the **COMPLAINT REPORT** should not have been prepared. An unfounded case is one in which the report should have been prepared but subsequent information leads to the determination that the case should be classified as unfounded (e.g., a voided case is one in which a **JUVENILE REPORT SYSTEM WORKSHEET (PD377-159A)** rather than a **COMPLAINT REPORT** should have been prepared; an unfounded case is one in which a vehicle is reported stolen by a complainant and later a tow company informs the precinct that the vehicle was legally towed).*

*As with **COMPLAINT REPORTS**, proper recording of property values on an **Omniform Complaint Revision** is essential for accurate entry into the FBI Uniform Crime Reporting (UCR) System. Values must be properly consolidated in the “Value Stolen” and “Value Recovered” columns of the Property Summary Section. In addition, the person preparing the report must examine previous reports related to the complaint (i.e., **COMPLAINT REPORT**, previously prepared **Omniform Complaint Revisions** to ensure that property values are not being reported more than once. Only additional information with respect to property values are to be recorded.*

Arrests or other information concerning a complaint received BEFORE the original COMPLAINT REPORT is finalized will be entered on the original COMPLAINT REPORT.

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NOTE
(continued)

Prior to finalizing an **Omniform Complaint Revision** and “Voiding” an already existing **COMPLAINT REPORT**, the voiding command must contact the command of jurisdiction for finalization (i.e., sign-off) of the new **COMPLAINT REPORT** generated, if the **COMPLAINT REPORT** is being voided and transferred to another command due to jurisdiction. In addition, the new complaint report number must be documented in the “Details” section of the **Omniform Complaint Revision** generated prior to finalization of the “Voided” **COMPLAINT REPORT** (i.e., sign-off). Other reasons for voiding a complaint not related to a change in jurisdiction between commands within the Department must also be noted in the “Details” section of the **Omniform Complaint Revision** (i.e., **COMPLAINT REPORT** should have been recorded in other manner, offense occurred outside New York City, complaint should have never been prepared, and include a descriptive reason for the determination).

**MEMBER OF
THE SERVICE**

2. Prepare **COMPLAINT FOLLOW-UP INFORMATIONAL (pink) (PD313-081A)** for information of any other type, e.g., case closed - no results, case progress reports, results of interviews, canvass, additional arrest on a complaint, etc.
3. Notify detective squad concerned, if necessary.
4. Submit **Omniform Complaint Revision** and/or **COMPLAINT FOLLOW-UP INFORMATIONAL (pink)** to the desk officer or detective supervisor, as appropriate.

NOTE

Second sheets will be used when space is insufficient for required entries on **COMPLAINT FOLLOW-UP INFORMATIONAL** (see [P.G. 207-01, “Complaint Reporting System”](#)).

**DESK OFFICER/
DETECTIVE
SUPERVISOR**

5. Review for accuracy and sign.

**ADDITIONAL
DATA**

These reports must be forwarded to the appropriate units within **24 hours** of preparation.

Desk officers will ensure that the following areas of these reports are appropriately completed:

- “Jurisdiction” and “Reporting Agency” codes are properly recorded
- “Complaint Report Number,” “Precinct of Report” and “Date of Original Report” are properly recorded
- “Previous Classification” and “Classification Changed To” captions are properly completed (for **Omniform Complaint Revisions** only)
- “Precinct of Arrest” and “Arrest Numbers” captions on an **Omniform Complaint Revision** are completed if an arrest clearance is requested **OR** indicated in the “Details” section of a **COMPLAINT FOLLOW-UP INFORMATIONAL** in cases where an additional arrest(s) is made
- Property Section is fully completed in lost or stolen property cases. Ensure property values are itemized and consolidated in the “Value Stolen” and the “Value Recovered” columns, as appropriate, in the Property Summary Section (for **Omniform Complaint Revisions** only)

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ADDITIONAL DATA (continued)

- Ensure that the "Details" supplied on the report provides adequate grounds to change the original offense listed in the "Previous Classification" caption (for **Omniform Complaint Revisions** offense reclassification requests).

The following agencies or commands are required to receive a duplicate copy of an **Omniform Complaint Revision** when reporting additional or recovered property, classification changes, and clearances, when these changes are initiated by this Department. The member of the service preparing the form will enter the name of the agency or command receiving the duplicate copy under "Additional copy for" and also send the duplicate copy of the report as follows:

OMNIFORM COMPLAINT REVISION FOR CASES OCCURRING ON THE JURISDICTION OF:

- Port Authority Police Department
- Tri-Borough Bridge and Tunnel Police Department
- MTA Police Department
- Amtrak Police Department
- CSX Police Department
- New York State Police Department
- New York State Park Police Department
- NYC Housing Authority
- NYC Transit
- ANY police agency operating within New York City for arson and arson related incidents

DUPLICATE COPY FOR:

- Port Authority Police
- TBTA Police
- MTA Police
- Amtrak Police
- CSX Police
- New York State Police
- New York State Park Police
- Housing Bureau, NYPD
- Transit Bureau, NYPD
- Arson and Explosion Squad and NYC Fire Department, Division of Fire Investigation

OMNIFORM COMPLAINT REVISION FOR THE FOLLOWING CASES WHEN PROPERTY HAS BEEN INVOICED TO THE PROPERTY CLERK:

Identification of previously unidentified dead body

DUPLICATE COPY FOR:

Property Clerk, borough office concerned
Public Administrator, county of residence

In cases where information used to prepare an **Omniform Complaint Revision** is based on a **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT (PD313-1516)**, the desk officer will ensure that the listing of stolen property and reported values on the **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** is recorded in the property section of the **Omniform Complaint Revision**. MEMBERS OF THE SERVICE WILL NOT, UNDER ANY CIRCUMSTANCES, SIMPLY ATTACH **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** (or a copy of it) to **Omniform Complaint Revision** and forward to the Data Integrity Unit. The **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** must be attached to the command's file copy of the **Omniform Complaint Revision**.



PATROL GUIDE

Section: Complaints

Procedure No: 207-10

BIAS MOTIVATED INCIDENTS

DATE EFFECTIVE:

12/02/22

LAST REVISION:

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PURPOSE

To ensure a coordinated police response and a thorough investigation and analysis of all bias motivated incidents.

DEFINITIONS

BIAS INCIDENT - Any offense or unlawful act that is motivated in whole or in substantial part by a person's, a group's, or a place's identification with a particular race, religion, ethnicity, gender, age, disability, or sexual orientation (including lesbian, gay, bisexual, transgender, queer, intersex, asexual +) as determined by the Commanding Officer, Hate Crime Unit.

DISABILITY – Any physical, medical, mental, or psychological impairment, or a history or record of such impairment.

1. Physical, medical, mental, or psychological impairment refers to:
 - a. An impairment of any system of the body; including, but not limited to, the neurological system; the musculoskeletal system; the special sense organs and respiratory organs, including, but not limited to, speech organs; the cardiovascular system; the reproductive system; the digestive and genito-urinary systems; the hemic and lymphatic systems; the immunological systems; the skin; and the endocrine system; or
 - b. A mental or psychological impairment.
2. In the case of alcoholism, drug addiction or other substance abuse, the term 'disability' only applies to a person who:
 - a. Is recovering or has recovered, and
 - b. Is currently free of such abuse.

COMMANDING OFFICER - For the purpose of this procedure will be the precinct, police service area or transit district commanding officer within whose jurisdiction the incident occurs.

PROCEDURE

When a uniformed member of the service is dispatched to the scene of an incident that may be a bias incident:

UNIFORMED MEMBER OF THE SERVICE

1. Evaluate condition and take police action appropriate for stabilization of the area, if necessary.
2. Determine if possibility exists that offense or unlawful act is motivated by bias or prejudice as contained in the definition of a "Bias Incident."
3. Request patrol supervisor to respond, if bias incident is suspected.

PATROL SUPERVISOR

4. Determine if additional personnel are required to stabilize the situation.
5. Request commanding officer/duty captain to respond, if occurrence is a possible bias incident.
6. Notify desk officer of incident.

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**COMMANDING OFFICER/
DUTY CAPTAIN** 7. Determine if occurrence is a possible bias incident that should be referred to the Hate Crime Unit for further investigation.

NOTE *When considering incidents involving public officials, confer with the Intelligence Division prior to classifying the occurrence as a possible bias incident.*

PATROL SUPERVISOR 8. Direct that a **COMPLAINT REPORT WORKSHEET (PD313-152A)** be prepared and include whether occurrence was determined to be a possible bias incident.

UNIFORMED MEMBER OF THE SERVICE 9. Take digital photographs on Department issued smartphone for the following, if it is determined to be a possible bias incident:

- Criminal Mischief, 3rd Degree (Section 145.05, Penal Law),
- Criminal Mischief, 4th Degree (Section 145.00, Penal Law),
- Aggravated Harassment, 1st Degree (Section 240.31, Penal Law), and/or
- Aggravated Harassment, 2nd Degree (Section 240.30, Penal Law).

10. Prepare and enter **COMPLAINT REPORT WORKSHEET** into OMNIFORM System.

- Upload digital photographs via the OMNIFORM Complaints menu and electronically attach to **COMPLAINT REPORT (PD313-152)**.

DESK OFFICER 11. Ensure digital photographs are uploaded into OMNIFORM System and sign-off **COMPLAINT REPORT**.

IF THE OCCURRENCE IS REFERRED TO HATE CRIME UNIT AS A POSSIBLE BIAS INCIDENT:

**COMMANDING OFFICER/
DUTY CAPTAIN** 12. Request additional resources, if required, to stabilize the location or defuse the incident (i.e., community affairs, crime prevention officers, additional command personnel, training unit, Strategic Response Group, if available, or others, as appropriate).

13. Request detective squad personnel to respond.

14. Request Evidence Collection Team (ECT) to respond and process scene for evidence.

15. Notify Operations Unit and obtain possible bias incident log number.

16. Prepare **UNUSUAL OCCURRENCE REPORT (PD370-152)** after conferral with precinct detective commander.

- Subject of Report will be "POSSIBLE BIAS INCIDENT-LOG NO. ____."

17. Forward **UNUSUAL OCCURRENCE REPORT** to Chief of Detectives and Commanding Officer, Hate Crime Unit direct, and forward additional copies through channels.

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COMMANDING OFFICER/ DUTY CAPTAIN (continued)

18. Forward duplicate copies of **UNUSUAL OCCURRENCE REPORT** through channels to:
 - a. Chief of Community Affairs,
 - b. Precinct commanding officer, and
 - c. Police service area/transit district commanding officer, as applicable.
19. Direct crime prevention officer, where appropriate, to personally contact and advise complainant concerning actions to take to prevent reoccurrence.

NOTE

Operations Unit personnel will notify patrol borough command, Patrol Services Bureau Duty Chief, Housing Bureau or Transit Bureau, as applicable, detective borough commander, Intelligence Division, Commanding Officer, Hate Crime Unit, Chief of Community Affairs, and Police Commissioner.

DETECTIVE SQUAD MEMBER

20. Conduct an immediate investigation and confer with Hate Crime Unit personnel.
21. Forward additional copies of **COMPLAINT REPORT, Omniform Complaint Revision and COMPLAINT FOLLOW-UP INFORMATIONAL (pink) (PD313-081A)** to Commanding Officer, Hate Crime Unit direct within ten days of incident.

NOTE

The detective squad member is responsible for conducting the investigation, unless relieved by Hate Crime Unit personnel. The Hate Crime Unit is responsible for the determination as to whether the occurrence is, or is not, biased. In addition, the Commanding Officer, Hate Crime Unit, may retain sufficient Detective Bureau personnel to conduct a comprehensive preliminary investigation and canvass of the area.

ECT PERSONNEL

22. Respond to scene as directed.
23. Process scene for evidence and generate ECT run number.
24. Inform initial responding unit to invoice evidence as "Investigatory Evidence."

COMMANDING OFFICER/HATE CRIME UNIT

25. Evaluate situation and make determination after conferral with Chief of Detectives to:
 - a. Assume complete control of investigation, or
 - b. Participate jointly with precinct detective squad personnel, or
 - c. Have precinct detective personnel assume full responsibility for the investigation.

COMMANDING OFFICER, COMMAND CONCERNED

26. Visit and personally interview victims of possible bias incident.
27. Prepare and forward comprehensive follow-up report on **Typed Letterhead** within ten days of incident, including post-incident actions of all Department units, and the current status of investigation to Chief of Detectives and Commanding Officer, Hate Crime Unit, through channels.

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CRIME PREVENTION OFFICER 28. Prepare and forward a report on **Typed Letterhead** within ten days of incident to Commanding Officer, Hate Crime Unit, indicating action taken concerning incident and whether a security survey was conducted.

NOTE *The special operations lieutenant will prepare and forward a report on **Typed Letterhead** as per step "28" above, in those commands where a crime prevention officer is not assigned.*

COMMANDING OFFICER/HATE CRIME UNIT 29. Make determination of whether an occurrence is a bias incident or a non-bias incident based upon all factors obtained during investigation, after conferral with the Chief of Detectives.

30. Visit and personally interview victims of confirmed bias incidents upon completion of investigation.

a. In appropriate cases, a Hate Crime Unit supervisor may be designated to interview victims.

31. Prepare report on **Typed Letterhead** indicating determination, and forward through channels to:

a. Chief of Patrol,

b. Chief of Detectives,

c. Chief of Housing/Chief of Transit, if appropriate,

d. Patrol borough concerned,

e. Housing/transit borough, as applicable,

f. Precinct of occurrence, and

g. Police service area/transit district, as applicable.

NOTE *In the case of a confirmed bias incident, when a complainant/victim requests that an identified offender not be arrested, and there is appropriate legal justification for the arrest, the Commanding Officer, Hate Crime Unit, may direct that the arrest be made. The primary considerations when a complainant/victim does not want an arrest effected, are the prevention of further violence and the safety of all parties concerned.*

WHEN COMMANDING OFFICER/DUTY CAPTAIN DETERMINES INCIDENT IS NOT BIAS MOTIVATED:

COMMANDING OFFICER/DUTY CAPTAIN 32. Notify detective squad.

33. Notify Operations Unit that offense is not a bias incident.

a. Contact Hate Crime Unit, between 0800 hours and 2400 hours, seven days a week, for log number on all non-bias incidents.

34. Direct crime prevention officer to personally contact and advise complainant concerning actions to take to prevent reoccurrence, if offense was committed at a religious institution or a sensitive location.

35. Prepare an **UNUSUAL OCCURRENCE REPORT** and forward to Chief of Detectives and Commanding Officer, Hate Crime Unit direct.

a. Forward one additional copy of **UNUSUAL OCCURRENCE REPORT** through channels.

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PRECINCT 36. Conduct appropriate investigation.
DETECTIVE 37. Forward copies of **COMPLAINT REPORT, Omniform Complaint Revision, and COMPLAINT REPORT FOLLOW-UP INFORMATIONAL (pink)**, to Chief of Detectives and Hate Crime Unit, through channels, within ten days of incident.

CRIME 38. Prepare and forward a report on **Typed Letterhead** within ten days of
PREVENTION incident to Commanding Officer, Hate Crime Unit, if offense was
OFFICER committed at a religious institution or sensitive location indicating action taken and whether security survey was conducted.

**ADDITIONAL
DATA**

When notification of a possible bias incident is received from any other police agency, the New York City Police Department patrol supervisor shall respond. At the request of a patrol supervisor, captain, or above from another law enforcement agency, the commanding officer/duty captain will respond and determine whether the occurrence should be designated as non-bias or referred to the Hate Crime Unit as a possible bias incident.

If, during the course of an on-going investigation, information is ascertained that may indicate that the original incident may have been a possible bias incident, the Commanding Officer, Hate Crime Unit, will investigate and confer with the Chief of Detectives to make a determination whether the incident is a possible bias incident. The Commanding Officer, Hate Crime Unit, will then conduct a preliminary investigation and make all appropriate notifications.





PATROL GUIDE

Section: Complaints		Procedure No: 207-11
PRELIMINARY INVESTIGATION, RECORDING AND TRANSMISSION OF ALARMS FOR STOLEN VEHICLES		
DATE EFFECTIVE: 04/06/22	LAST REVISION: I.O. 40	PAGE: 1 of 4

PURPOSE

To investigate, record and transmit alarms for stolen vehicles.

SCOPE

A complainant, present at a precinct stationhouse, police service area (PSA), transit district or other Department facility to report a stolen vehicle, will be transported by Department vehicle to the place of occurrence, or be requested to await the arrival of uniformed member(s) of the service at the location where the crime occurred. The assigned uniformed member of the service will then conduct a preliminary investigation at the scene and enter the results under the “DETAILS” section of the **COMPLAINT REPORT WORKSHEET (PD313-152A)**.

PROCEDURE

When a complaint of a stolen vehicle is received:

UNIFORMED MEMBER OF THE SERVICE

1. Respond to scene and conduct preliminary investigation.

NOTE

NO REPORTS OF GRAND LARCENY AUTO WILL BE TAKEN OR ACCEPTED OVER THE TELEPHONE. Any complainants who come into a command to report their vehicle stolen will either be asked to go to the place of occurrence, if feasible, or be transported to the location of reported theft/loss by an available RMP team in order to conduct a preliminary canvass/investigation at the scene. In addition, owner/complainants will be informed that if they recover their own vehicle, they must immediately notify the nearest Police Department facility, so the stolen vehicle alarm(s) can be cancelled.

Crime classification will be Grand Larceny Auto unless owner/complainant or other evidence indicates auto (as defined in Section 125, Vehicle and Traffic Law) is valued at \$100.00 or less, or if motorcycle (as defined in Section 123, Vehicle and Traffic Law) is valued at \$1,000 or less.

2. Ascertain through available Department resources:
 - a. If vehicle has been impounded or repossessed
 - b. If vehicle is wanted in connection with a crime
 - c. If vehicle has been previously reported stolen
 - d. Verification of Vehicle Identification Number (VIN) or ownership, if necessary
 - e. Expiration date of registration plates, when necessary
 - f. If vehicle was towed by rotation tow.
 - g. If vehicle was relocated due to a special event by utilizing the Citywide Towing Operations System (CTOPS) application.
3. Give complainant copy of **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION (PD371-084)** to prepare and sign.
 - a. Direct complainant to list traceable property left inside the vehicle on the **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION**.

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UNIFORMED MEMBER OF THE SERVICE (continued)

4. Prepare **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION**, if complainant has a language barrier or other handicap, and have complainant sign.
 - a. If complainant refuses to prepare or sign **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION**, note fact on face of report and sign.
5. Prepare **COMPLAINT REPORT WORKSHEET**, when required.

NOTE

*A refusal by the complainant to prepare a **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** does not preclude the requirement to prepare a **COMPLAINT REPORT WORKSHEET** and **COMPLAINT REPORT (PD313-152)** and to get an OMNIFORM System complaint number for such report. Under no circumstances will the complainant be given a copy of the **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION**.*

6. Attach **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** to **COMPLAINT REPORT WORKSHEET**.
7. Have alarm transmitted through the FINEST System, completing all appropriate captions.

NOTE

*DO NOT sign off from FINEST System until acknowledgement is received from NYSPIN. Printed (hard) copy of NYSPIN acknowledgement will be attached to **COMPLAINT REPORT**.*

8. Refer complaint to the Precinct Detective Squad for investigation if any one of the following exists:
 - a. Cameras are found at the location of theft.
 - b. The complainant has an application that connects to the vehicle as indicated on the **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION**.
 - c. Traceable property (i.e., EZ-Pass, credit card, laptop, tablet, cellular phone, computers, etc.) was left inside the vehicle.
 - d. Information from the complainant, reporter, and/or witness that requires further investigation.
9. Notify Stolen Property Inquiry Section for all felony vehicle alarms.

DESK OFFICER

10. Direct a standard NYSPIN inquiry be made via FINEST, by plate or VIN number, to verify that an alarm has been transmitted.
 - a. Ensure that printed (hard) copy of NYSPIN alarm is accurate and attached to **COMPLAINT REPORT**.
11. Review **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** for accuracy and legibility.
12. Direct **COMPLAINT REPORT** be entered into OMNIFORM System and assigned a complaint report number.
 - a. Ensure that original copy of **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** is attached to precinct file copy of **COMPLAINT REPORT WORKSHEET**.

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UNIFORMED MEMBER OF THE SERVICE

13. Check FINEST System for accuracy of alarm transmitted.
 - a. Report any discrepancy to desk officer.
 - b. Have alarm modified to correct discrepancy.
 - c. Make entry under "Details" on **COMPLAINT REPORT** that alarm transmission was verified and include date, time and signature.

NOTE

If command FINEST System is temporarily inoperative, verification may be delayed until FINEST System is operative or verification can be requested through an adjoining command.

DESK OFFICER

14. Ensure copies of all **COMPLAINT REPORTS** for Grand Larceny Auto and **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** are forwarded to the precinct detective squad for their review and further investigation, as necessary.

FOLLOW-UP INVESTIGATION OF GRAND LARCENY AUTO COMPLAINTS:

ASSIGNED DETECTIVE

15. Interview complainant, either in person or by telephone.
16. Use the **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** to aid in interviewing and ascertaining the last known location of the vehicle.
17. Ascertain if there are any traceable property left inside vehicle at time of theft (i.e., electronics, credit cards, EZ-Pass, etc.).
18. Use Domain Awareness System (DAS) to search License Plate Readers (LPR).
19. Conduct video canvass at both place of occurrence and place of recovery, if recovered.
20. Document investigative steps taken in Enterprise Case Management System (ECMS).
21. Prepare wanted flyer, as necessary.

ADDITIONAL DATA

If immediate action is indicated on a stolen vehicle complaint, the desk officer will direct the telephone switchboard operator to alert uniformed members of the service on patrol in advance of the alarm being transmitted by the precinct.

IF AN ARREST IS EFFECTED WHICH INVOLVES A VEHICLE THAT WAS REPORTED STOLEN WITHIN NEW YORK CITY:

*The arresting officer will be required, for affidavit preparation, to make two complainant notification attempts at reasonable intervals. If the arresting officer is unable to notify the complainant, the desk officer concerned will attempt to make a third notification. All notification attempts, dates and times are to be recorded in the narrative section of the **ON LINE BOOKING SYSTEM ARREST WORKSHEET (PD244-159)**. If unable to notify the complainant, the arresting officer will request the precinct of occurrence (where the vehicle was reported stolen) send a copy of the **VEHICLE THEFT PRELIMINARY INVESTIGATION REPORT/SUPPORTING DEPOSITION** and **COMPLAINT REPORT** to the precinct of arrest. Upon receipt of the completed **VEHICLE THEFT PRELIMINARY INVESTIGATION***

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**ADDITIONAL
DATA
(continued)**

REPORT/SUPPORTING DEPOSITION and COMPLAINT REPORT, the arresting officer will then send copies of these forms to the assigned assistant district attorney for affidavit preparation.

In situations where it is not feasible to either transport or meet a complainant at the location of a reported vehicle theft (e.g., when the date of theft and the reporting date may be days or weeks apart) the need for an RMP canvass will be left to the discretion of the desk officer.

A stolen vehicle complaint made in a precinct, which is not the precinct of occurrence, will be accepted and processed as outlined in [P.G. 207-04, "Reporting of Complaints Occurring in Another Command."](#) In this instance, the canvass will be completed by personnel assigned to the precinct of record (i.e., the precinct assigning the complaint number).

The commitment to perform a preliminary canvass/investigation in regards to a past larceny of an auto should not be allowed to negatively impact on patrol strength. The desk officer has the discretion to utilize other precinct personnel to complete the canvass/investigation.





PATROL GUIDE

Section: Complaints

Procedure No: 207-12

LOST OR STOLEN PROPERTY/IDENTITY THEFT

DATE EFFECTIVE:

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PURPOSE

To investigate complaints of lost or stolen property/identity theft.

PROCEDURE

When a complaint of lost or stolen property/identity theft is received:

COMPLAINTS OF LOST/STOLEN PROPERTY:

MEMBER OF THE SERVICE

1. Telephone Stolen Property Inquiry Section (SPIS) to ascertain if property has been recovered.
2. Prepare **COMPLAINT REPORT (PD313-152)** if property is not located.
 - a. If complainant does not know where the loss or theft occurred, the place of occurrence will be the place where the complainant first discovered the loss.
3. Instruct and assist complainant in preparing page 1 of **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY /IDENTITY THEFT (PD313-1516)**.

NOTE

*If the complaint involves lost or stolen property ONLY and does not involve Identity Theft, instruct complainant to prepare only page 1 of **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** and direct complainant to sign false statement waiver at the bottom of page 1. The complainant shall be advised to prepare the **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** in the event any additional property is discovered lost or stolen or any additional information regarding property previously reported lost or stolen is discovered. (see **ADDITIONAL DATA**)*

4. Prepare a **COMPLAINT REPORT** or an **Omniform Complaint Revision** as appropriate, for all lost or stolen articles, including firearms.
 - a. Record any serial numbers if known by complainant.
5. Request via telephone notification, to the Stolen Property Inquiry Section, that an alarm be transmitted for all lost or stolen articles containing serial numbers, including firearms, equipment, securities, currency and other documents.
 - a. Do not forward hard copies of the **COMPLAINT REPORT** or **Omniform Complaint Revision** to SPIS when the serial numbers of articles are known.
6. Provide the following information on lost or stolen firearms, via telephone, to SPIS:
 - a. Make
 - b. Model
 - c. Caliber
 - d. Type
 - e. Serial Number
 - f. Precinct
 - g. Complaint number from OMNIFORM System
 - h. Complainant's name and address
 - i. Whether or not UMOS owns firearm.

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MEMBER OF THE SERVICE (continued)

7. Provide the following information on lost or stolen articles, with serial numbers, via telephone, to SPIS:
 - a. Brand
 - b. Model number
 - c. Type
 - d. Precinct
 - e. Complaint number from OMNIFORM System.

NOTE

In no instances will tax registry or model numbers be used in lieu of serial numbers. Alarms CANNOT be transmitted without serial numbers.

8. Make entry in the 'Notifications To' caption of the **COMPLAINT REPORT WORKSHEET (PD 313-152A)** to reflect who at SPIS was notified.

NOTE

*The desk officer concerned will ensure that a telephone notification to SPIS was made and entered in the notification portion of the **COMPLAINT REPORT WORKSHEET**.*

9. Send hard copy (no telephone notification) of **COMPLAINT REPORT** or **Omniform Complaint Revision** to SPIS via Department Mail or Department email, in the following instances ONLY:
 - a. Jewelry containing initials, inscriptions or other identifying marks OR individual pieces of jewelry, if value exceeds \$5,000 OR an item of jewelry contains ten stones or carats
 - b. Other articles that contain initials, inscriptions, or other identifiable markings
 - c. All coin or stamp collections valued at more than \$5,000
 - d. Silverware if value exceeds \$5,000
 - e. All paintings or art objects
 - f. Any fur coat valued at more than \$5,000
 - g. Any property taken in a hijacking.

COMPLAINTS OF LOST/STOLEN PROPERTY INVOLVING IDENTITY THEFT:

MEMBER OF THE SERVICE

10. Instruct complainant to prepare pages 1 and 2 of **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** in their own handwriting.
 - a. Furnish assistance or allow other person to assist in preparing the form, if necessary.
 - b. Ensure complainant signs BOTH waivers on pages 1 and 2.
11. Comply with [P.G. 207-30, "Complaints Involving Identity Theft."](#)

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ADDITIONAL DATA

When a communication from an OUT-OF-TOWN complainant alleges loss or theft of property and does not include the place of occurrence, refer complaint to the Stolen Property Inquiry Section. If the property has not been recovered, the Stolen Property Inquiry Section shall contact the complainant through the Inter-City Correspondence Unit and request further information concerning the place of loss.

*The desk officer/counterpart will provide the complainant or a properly identified representative with a copy of **VERIFICATION OF INCIDENT (PD542-061)**, upon request, and will inform such person of the complaint number and precinct of record and direct said complainant to comply with instructions on the form.*

*Whenever a rifle/shotgun permit holder reports the loss of a permit or document relating to rifles/shotguns, a duplicate copy of the **COMPLAINT REPORT** will be forwarded to the Rifle and Shotgun Section. The complainant will be advised to contact the Rifle and Shotgun Section in person or by telephone.*

*In cases of lost or stolen property, the member of the service preparing the **COMPLAINT REPORT WORKSHEET** shall deliver a copy of **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** to the complainant. The complainant shall be advised to prepare the **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** in the event any additional property is discovered lost or stolen or any additional information regarding property previously reported lost or stolen is discovered. The **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** should then be delivered by the complainant to the desk officer, precinct of occurrence. The desk officer will ensure that the listing of stolen property and reported values on the **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** is recorded in the property section of the **Omniform Complaint Revision** and that a member of the Stolen Property Inquiry Section is notified by telephone regarding any property with serial numbers. MEMBERS OF THE SERVICE WILL NOT, UNDER ANY CIRCUMSTANCES, SIMPLY ATTACH **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** (or a copy of it) TO AN **OMNIFORM COMPLAINT REVISION**. The **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** must be attached to the command's file copy of the **Omniform Complaint Revision**.*

*The **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** must be attached to the command's file copy of the **COMPLAINT REPORT**.*

WHEN A COMPLAINANT REPORTS A LOST OR STOLEN PASSPORT, ALIEN REGISTRATION CARD OR NATURALIZATION PAPERS:

*Members of the service will request and carefully examine the official photo identification of complainant. If complainant has lost or has had stolen all of their photo identification (e.g., if the complainant's purse or wallet is stolen), it may not be possible for the complainant to produce photo identification. In such instances, the member of service will use all other methods available to verify the complainant's identification. Once satisfaction of identification is obtained, the member will request the precinct detective squad to conduct an interview and prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**.*

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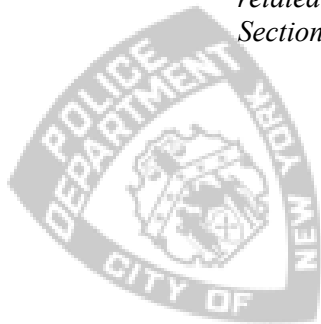
**ADDITIONAL
DATA**
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*The precinct detective squad member assigned will conduct inquiry and prepare **COMPLAINT REPORT WORKSHEET**, AFTER obtaining verified identification of complainant. The precinct detective assigned will then notify the Intelligence Division's 24 hour Criminal Intelligence Section with particulars and pedigree of complainant and request an Intelligence Division log number. Members of the Intelligence Division will conduct internal inquiries and advise the detective assigned of any further necessity to hold the complainant for response by either the Joint Terrorist Task Force or the Intelligence Division. If no further action is necessary, then the Intelligence Division's Criminal Intelligence Section will issue the precinct detective assigned an Intelligence Division log number, which will be recorded on the **COMPLAINT REPORT WORKSHEET**, under the "Details" section along with the name, rank, and tax registry number of the member issuing the log number.*

*Between 0100 and 0800 hours, when the precinct detective squad is not available, the precinct desk officer will designate a uniformed member of the service to prepare a **COMPLAINT REPORT WORKSHEET** and contact the Intelligence Division's 24 hour Criminal Intelligence Section. If the Intelligence Division determines that further investigation is warranted, the desk officer or designee will hold the complainant for response by the Intelligence Division's Midnight Response Team. If no further action is necessary, then the Intelligence Division's Criminal Intelligence Section will issue the designated uniformed member of the service an Intelligence Division log number, which will be recorded on the **COMPLAINT REPORT WORKSHEET**, under the "Details" section along with the name, rank, and tax registry number of the member issuing the log number.*

Stolen Property Inquiry Section (S.P.I.S.) will follow up on lost/stolen passports, alien registration cards and naturalization papers with notification to United States Bureau of Immigration and Customs Enforcement for alien registration cards and naturalization papers, and the United States Department of State for passports.

All members of the service are reminded to remain vigilant on patrol, reporting all related terrorist information to the Intelligence Division's 24 hour Criminal Intelligence Section.





PATROL GUIDE

Section: Complaints		Procedure No: 207-13
LOST/STOLEN VEHICLE PLATES, LICENSES AND OTHER DEPARTMENT OF MOTOR VEHICLES DOCUMENTS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 2

PURPOSE

To record complaints of lost/stolen license plates, driver's licenses, learner's permits, vehicle registrations or stickers.

PROCEDURE

When a complainant reports license plates/driver's license or other registration documents have been lost or stolen:

MEMBER OF THE SERVICE

1. Inquire through the FINEST System to ascertain if license plates have been recovered.
 - a. Contact Stolen Property Inquiry Section's Manual File Unit to ascertain if driver's license or other registration documents have been recovered.

VEHICLE LICENSE PLATES:

MEMBER OF THE SERVICE

2. Ascertain that complainant is registered owner or a true representative of the owner of the plate(s).
3. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
 - a. IF ONE PLATE IS MISSING and there is no other evidence to suggest a larceny or other crime, classify the complaint as lost property and close complaint immediately as referred to Department of Motor Vehicles.
 - b. Whether the complaint is classified as a crime (e.g., larceny) or lost property, direct the owner/representative to turn in the remaining plate to the Department of Motor Vehicles.
 - c. Advise complainant to contact the precinct after the plate is turned in for transmission of an alarm.
 - (i) A person subsequently found to be in possession of a lost license plate can be charged with larceny by *acquiring lost property* (Penal Law 155.05 subd. 2b).
 - d. A license plate missing from an out of state registered vehicle and only required to have one plate will *not* be classified as a larceny or other crime unless there is additional evidence to support the crime. An alarm, however, will be transmitted in all cases.
4. Prepare and sign **Report of Lost or Stolen License or Registration Items (MV-78B [6/19])** and give to complainant.
 - a. Make certain box on form captioned "Was the Loss the Result of a Crime?" is checked "Yes" or "No", as appropriate.

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NOTE

*If Report of Lost or Stolen License or Registration Items is not available to member on patrol, instruct the complainant to obtain form from precinct of occurrence at the earliest convenience. Precinct personnel concerned will verify that a **COMPLAINT REPORT** has been recorded before preparing **Report of Lost or Stolen License or Registration Items** form.”*

MEMBER OF THE SERVICE (continued)

5. Instruct complainant to deliver **Report of Lost or Stolen License or Registration Items** and registration certificate for lost plates to Department of Motor Vehicles to obtain new plates.
 - a. If one plate is reported lost/stolen, the remaining plate, vehicle registration and **Report of Lost or Stolen License or Registration Items** will be surrendered to Department of Motor Vehicles personnel to obtain new plates.
 - b. The complainant must then notify the precinct of record for transmission of an alarm on the missing plate.

DRIVER'S LICENSE, LEARNER'S PERMIT, VEHICLE REGISTRATION/ STICKER:

MEMBER OF THE SERVICE

6. Prepare **COMPLAINT REPORT WORKSHEET**.
 - a. Send additional copy of **COMPLAINT REPORT** or **Omniform Complaint Revision** to Stolen Property Inquiry Section in cases where a vehicle's inspection sticker has been reported lost or stolen.

NOTE

Lost or stolen driver's license, learner's permits, and vehicle registration items (exclusive of plates) do not meet the criteria for entry into the NYSPIN System.

7. Prepare and sign **Report of Lost or Stolen License or Registration Items** and give to complainant.
 - a. Make certain box on form captioned "Was the Loss the Result of a Crime?" is checked "Yes" or "No," as appropriate.
8. Instruct complainant to deliver **Report of Lost or Stolen License or Registration Items** to Department of Motor Vehicles to obtain new documents.

ADDITIONAL DATA

If complainant does not know where the loss or theft occurred, the place of occurrence will be the place where the complainant first discovered the loss.



PATROL GUIDE

Section: Complaints		Procedure No: 207-14
ROBBERY COMPLAINTS INVOLVING POLICE IMPERSONATION		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 2

PURPOSE

To assist uniformed members of the service who become aware of a robbery involving the impersonation of any law enforcement personnel.

DEFINITION

POLICE IMPERSONATION - For the purpose of this procedure, a police impersonation occurs when during the commission of a crime, the perpetrator:

- a. Pretends to be a police officer or wears or displays any uniform, badge, insignia or facsimile thereof by which a police officer of any jurisdiction is generally identified; OR
- b. Expresses by words or actions that they are a police officer or acting with the approval or authority of any police department; OR
- c. Displays, wears or uses police equipment in a manner likely to create the impression that they are a police officer.

PROCEDURE

Whenever a robbery is committed and it is alleged to have been committed by an individual(s) purporting to be law enforcement personnel:

UNIFORMED MEMBER OF THE SERVICE

1. Determine whether a robbery in fact has been committed involving an impersonation of any law enforcement personnel.
2. Request response of patrol supervisor.
3. Detain complainant/witnesses, if possible.
4. Notify the Internal Affairs Bureau Command Center (212) 741-8401, for notification to Police Impersonation Investigation Unit (P.I.I.U.)
 - a. Obtain name of member notified and log number.

NOTE

The Police Impersonation Unit will investigate all robbery police impersonation complaints and other serious crimes involving police impersonations. The precinct Detective Squad will be responsible for other criminal impersonation complaints. In ALL cases of suspected police impersonation, a notification to Internal Affairs Bureau Command Center is required and a log number will be assigned.

MEMBER CONCERNED, COMMAND CENTER

5. Record information and issue log number.
6. Notify Police Impersonation Investigation Unit (P.I.I.U.).

PATROL SUPERVISOR

7. Notify desk officer.
8. Ensure that a thorough preliminary investigation is conducted.
9. Verify arrest(s), if made.
10. Have **COMPLAINT REPORT WORKSHEET (PD313-152A)** prepared including:
 - a. Detailed description of the impersonation and robbery.
 - b. Internal Affairs Bureau Command Center log number and member notified.

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DESK OFFICER 11. Finalize **COMPLAINT REPORT WORKSHEET** and provide Internal Affairs Bureau Command Center with **COMPLAINT REPORT (PD313-152)** number.

SUPERVISOR, P.I.I.U. 12. Dispatch member(s) to interview complainant/witnesses, if circumstances warrant.
a. Dispatch member(s) from Internal Affairs Bureau Police Impersonation, or Internal Affairs Bureau Nightwatch, if a response to interview a complainant/witness is required during the 1st Platoon.

P.I.I.U./ NIGHTWATCH MEMBER CONCERNED 13. Interview complainant and obtain facts.
14. Safeguard evidence.
15. Have complainant view Police Impersonation Photo Albums and Criminal Investigation Unit photos, if necessary.
16. Maintain a case file.
17. Effect arrests of identified subject(s).

SUPERVISOR, P.I.I.U. 18. Review all robbery impersonation complaints received at the Command Center to determine case status.
19. Maintain statistics regarding trends and arrests.
20. Supply and maintain Police Impersonation Photo Albums for each borough Criminal Investigation Unit.

ADDITIONAL DATA *Police Impersonation Photo Albums that are maintained by the Police Impersonation Investigation Unit are available for use by all investigative units within the Department. The Police Impersonation Investigation Unit is available to assist in any open investigation involving police impersonations and will provide assistance, as appropriate, whenever serious criminal conduct involves impersonation of law enforcement personnel.*

Whenever the Police Impersonation Investigation Unit develops a "pattern," a notification will be made to the appropriate borough robbery squad. Additionally, if the Police Impersonation Investigation Unit rejects a case, a telephone notification will be made to the precinct detective squad concerned.

The Special Victims Squad concerned will investigate robberies committed by police impersonators, which include sexual assault, and the Police Impersonation Investigation Unit will assist in the investigation.

If in the course of an investigation it is determined that a possible "narcotics trade" element is involved, the Police Impersonation Investigation Unit member concerned will make the necessary notifications to the Detective Bureau.



PATROL GUIDE

Section: Complaints		Procedure No: 207-16
OVERDUE RENTAL VEHICLES		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 2

PURPOSE

To record and investigate complaints of overdue rental vehicles.

DEFINITION

PRECINCT OF OCCURRENCE - For the purpose of this procedure only, shall be the precinct where the vehicle was leased/rented, or the location where the vehicle was scheduled to be returned to at the expiration of the lease or rental agreement.

PROCEDURE

When a rental agency reports an overdue rental vehicle:

UNIFORMED MEMBER OF THE SERVICE

1. Interview complainant and conduct preliminary investigation.
2. Ascertain if fraudulent means were used to obtain vehicle.

NOTE

Fraudulent means may consist of giving false information on the rental agreement relative to identification, residence or place of employment, etc.

DESK OFFICER

3. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)** and:
 - a. Classify complaint as "AUTO LARCENY" if fraudulent means were used to rent the auto, OR
 - b. Classify complaint as "INVESTIGATION - UNAUTHORIZED USE OF MOTOR VEHICLE", when no apparent fraud is involved.
4. Direct command clerk to prepare **COMPLAINT REPORT (PD313-152)** from **COMPLAINT REPORT WORKSHEET** and:
 - a. If complaint is classified as AUTO LARCENY, direct the reporting officer to comply with P.G. 207-11, "Preliminary Investigation, Recording and Transmission of Alarms for Stolen Vehicles," OR
 - b. If complaint is classified as INVESTIGATION - UNAUTHORIZED USE OF MOTOR VEHICLE, refer to precinct detective squad to determine if the facts will support a criminal action.

PRECINCT DETECTIVE

5. Ascertain from the rental agency if all of the following steps were taken to contact the lessee:
 - a. Efforts made to locate lessee at residence or place of employment
 - b. Certified letter mailed to lessee demanding the return of the vehicle
 - c. Internal check to ensure clerical errors are not present
 - d. Written investigation report that tends to support criminal action (most rental agencies have a form for this purpose)
 - e. Other appropriate steps.
6. Reclassify complaint from INVESTIGATION to UNAUTHORIZED USE OF MOTOR VEHICLE, when facts support a criminal action.
7. Mark complaint "UNFOUNDED," if the facts do not support a criminal action, and:
 - a. Inform rental agency that the complaint is a civil matter.

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NOTE

If additional information substantiating a criminal action is brought to the attention of this Department, a CLOSED CASE may be reopened and further investigation conducted.

**PRECINCT
DETECTIVE
(continued)**

8. Record action taken on an **Omniform Complaint Revision** unless such information is contained on original **COMPLAINT REPORT**.

**ADDITIONAL
DATA**

In complaints of overdue rental vehicles, all the facts must be examined to determine if a criminal action can be supported. In many instances, the retention of a rental vehicle amounts to a breach of a civil contract ONLY, and the rental agency can seek redress in civil court.

A criminal action involving overdue rental vehicles can be supported ONLY if there is a "GROSS DEVIATION" from the rental agreement and the rental agency concerned has served or attempted service of a "NOTICE," in person or by certified mail, at the address indicated in the rental agreement, stating the time and date the vehicle was to be returned; that the agency does not consent to continued retention of the vehicle by the lessee; and that further retention of the vehicle may constitute a Class "A" Misdemeanor.

A "GROSS DEVIATION" may occur when, but is not limited to, a lessee who has legal custody of a vehicle for fifteen days or less, pursuant to a written rental agreement, intentionally retains such vehicle for at least seven days beyond the expiration date of the rental agreement and continues such possession for more than two days after service or attempted service of the above mentioned "NOTICE" from the rental agency.





PATROL GUIDE

Section: Complaints		Procedure No: 207-17
CONTRABAND WEAPONS		
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- PURPOSE** To record seizures of contraband weapons.
- DEFINITION** CONTRABAND WEAPON - As used in this section includes any weapons possessed unlawfully.
- PROCEDURE** When a uniformed member of the service comes into possession of a contraband weapon:
- UNIFORMED MEMBER OF THE SERVICE**
1. Follow normal complaint and/or arrest procedures.
 2. Charge appropriate offense(s) from the New York State Penal Law, if arrest made.
- DESK OFFICER**
3. Notify Joint Terrorist Task Force of details.
 4. Notify the Bureau of Alcohol, Tobacco and Firearms through Operations Unit if any of the following weapons are involved:
 - a. Fully automatic firearms such as machine guns and machine pistols
 - b. Shotguns with barrels less than 18 inches long
 - c. Rifles with barrels less than 16 inches long
 - d. Altered shotgun or rifle with overall length of less than 26 inches
 - e. Any weapon, other than conventional handgun, capable of firing a shot, if such weapon can be concealed on the person
 - f. Destructive device - any explosive, incendiary, poison gas, bomb, grenade, rocket, missile, mine or similar device; or any parts designed to create a destructive device
 - g. Pistols with shoulder stocks
 - h. Any muffling or silencing device designed for use with a firearm.





PATROL GUIDE

Section: Complaints		Procedure No: 207-18
COMPLAINTS INVOLVING CREDIT CARDS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 1

PURPOSE

To investigate complaints involving credit cards.

PROCEDURE

When a credit card comes into possession of a member of the service and its status is in doubt and requires investigation:

MEMBER OF THE SERVICE

1. Report information to desk officer.

DESK OFFICER

2. Notify the Special Frauds Squad between 0900 and 1800 hours, Monday through Friday, by telephone.

NOTE

Special Frauds Squad member will check records and telephone credit card company for status inquiry of credit cards. The credit card company representative will telephone results of inquiry to the desk officer.

3. Have **COMPLAINT REPORT (PD313-152)** prepared when required:
 - a. Have additional copy sent to Special Frauds Squad
 - b. Enter, under "Details," name of Special Frauds Squad member notified
 - c. Enter results of inquiry under "Details."

UNIFORMED MEMBER OF THE SERVICE

4. Comply with [P.G. 207-07, "Preliminary Investigation of Complaints \(Other than Vice Related or Narcotics Complaints\)."](#)
5. For investigations concerning identity theft, comply with [P.G. 207-30, "Complaints Involving Identity Theft."](#)

ADDITIONAL DATA

If an arrest is effected involving the credit card, the credit card company involved will provide a representative in court as a complainant when required.

The Special Frauds Squad maintains twenty-four hour telephone hot line verification numbers for various credit card companies. If the Special Frauds Squad office is closed, the current list of hot line numbers is maintained at the Missing Persons Desk.



PATROL GUIDE

Section: Complaints		Procedure No: 207-19
THEFTS FROM DEPARTMENT LOCKERS		
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PURPOSE

To investigate reported thefts from Department lockers.

PROCEDURE

Upon discovery of a theft or attempted theft from a Department locker:

MEMBER OF THE SERVICE

1. Report facts to desk officer.

DESK OFFICER

2. Notify commanding officer or duty captain.
3. Notify IAB, Command Center and obtain a Log Number.

COMMANDING OFFICER/ DUTY CAPTAIN

4. Investigate circumstances of incident including, but not limited to, photographing damage to locker, obtaining fingerprints, results of interviews, etc.
5. Notify precinct detective squad concerned, if necessary.
6. Direct preparation of **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
7. Take steps to prevent recurrence of theft.
8. Prepare three copies of report on **Typed Letterhead** and forward:
 - a. First two copies to bureau chief concerned
 - b. Third copy to Internal Affairs Bureau.





PATROL GUIDE

Section: Complaints		Procedure No: 207-20
INVESTIGATION OF CRIMES INVOLVING COMPUTERS OR COMPUTER TECHNOLOGY		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 1

PURPOSE

To protect computer evidence obtained by this Department during the course of investigations or arrests, and to enhance the prosecution of defendants.

PROCEDURE

Whenever computer related evidence is to be seized, subject of an investigation or connected with an arrest:

UNIFORMED MEMBER OF THE SERVICE CONCERNED

1. Notify Computer Crimes Squad (0600 to 2000 hours, Monday through Friday) or Office of the Chief of Detectives (all other times) whenever:
 - a. Computer-related evidence is seized or expected to be seized, i.e., evidence consisting of a computer that has been used to commit a crime or is suspected of being a device that stores evidence.
 - b. An arrest involving a computer is made.

NOTE

Computer Crimes Squad will determine if a response to debrief the prisoner(s) is necessary.

2. Confer with Computer Crimes Squad whenever:
 - a. A criminal investigation by a unit of this Department is conducted where computers or computer evidence may be involved.
 - b. A warrant to seize computers or computer-related evidence is being sought, prior to the preparation of the warrant.
3. For investigations concerning identity theft, comply with [P.G. 207-30, "Complaints Involving Identity Theft."](#)

NOTE

Notification to the Computer Crimes Squad concerning search warrants will be of a limited nature pertaining only to computers and computer-related equipment to be seized.

ADDITIONAL DATA

When requested, the Computer Crimes Squad will provide technical assistance in properly securing computer evidence, conducting computer forensic examinations and preparing warrants. The Computer Crimes Squad will make the determination whether a response to the scene is required, based on the totality of the circumstances presented in each case.



PATROL GUIDE

Section: Complaints		Procedure No: 207-21
ALLEGATIONS OF CORRUPTION AND OTHER MISCONDUCT AGAINST MEMBERS OF THE SERVICE		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 2

PURPOSE

To process allegations of corruption and other misconduct against members of the service.

SCOPE

All members of the service must be incorruptible. An honest member of the service will not tolerate members of the service who engage in corruption or other misconduct. All members of the service have an absolute duty to report any corruption or other misconduct, or allegation of corruption or other misconduct, of which they become aware.

DEFINITION

CORRUPTION/OTHER MISCONDUCT: Criminal activity or other misconduct of any kind including the use of excessive force or perjury that is committed by a member of the service whether on or off duty.

PROCEDURE

Upon observing, or becoming aware of corruption or other misconduct or upon receiving an allegation of corruption or other misconduct involving a member of the service:

NOTE

To prevent interruption or delay in vital services, a telephone switchboard operator will refer any allegation of corruption or other misconduct to the desk officer, who will record the details of the allegation(s).

MEMBER OF THE SERVICE CONCERNED

1. Telephone Internal Affairs Bureau, Command Center (212) 741-8401 (24 hours) or 1-800-PRIDE PD (24 hours) or (212) CORRUPT (24 hours).
 - a. Give preliminary facts.
 - b. Identify self or, if opting to remain anonymous, obtain Confidential Identification Number from the Command Center investigator.
 - c. Furnish details of corruption or other misconduct.

NOTE

In certain cases, supervisory personnel assigned to the Command Center of the Internal Affairs Bureau may direct on duty members not reporting anonymously to prepare a detailed written report in addition to a telephone notification or request the member(s) concerned to await the arrival of an investigator.

OR

2. Prepare a detailed written report addressed to the Deputy Commissioner, Internal Affairs.
 - a. Forward DIRECT, or via FAX (212) 741-8408, to the Command Center, 315 Hudson Street, within twenty-four hours.

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MEMBERS MAY OPT TO REPORT ALLEGATIONS OF CORRUPTION/ OTHER MISCONDUCT IN WRITING ANONYMOUSLY

MEMBER OF THE SERVICE CONCERNED (continued)

3. Prepare a detailed written report, upon becoming aware of misconduct, and forward to:
 - a. Deputy Commissioner, Internal Affairs, or
 - b. Box 1001, New York, N.Y. 10014.

NOTE

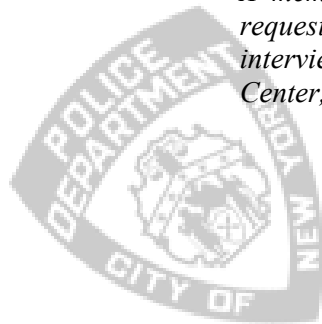
Obtaining a Confidential Identification Number from the Command Center investigator will satisfy the member's reporting responsibility, if the information reported is accurate and complete. Subsequent or ongoing reporting is encouraged to insure the information is timely and complete and may be made by referencing the Confidential Identification Number.

ADDITIONAL DATA

A member of the service having or receiving information relative to corruption or other misconduct, or an allegation of corruption or other misconduct, has the responsibility to report such information directly to the Internal Affairs Bureau, Command Center. Additionally, a notification to the Internal Affairs Bureau will satisfy the member's affirmative duty to report corruption or misconduct to the New York State Attorney General's Law Enforcement Misconduct Investigative Office, as required by New York State law. A notification to the Internal Affairs Bureau satisfies a member's responsibility to report, thereby eliminating a direct notification to the Law Enforcement Misconduct Investigative Office.

Failure to report corruption, other misconduct, or allegations of such act is, in itself, an offense of serious misconduct and will be charged as such when uncovered during an investigation. Conduct designed to cover up acts of corruption, prevent or discourage its report, or intimidate those who would report it, will be charged as an obstruction of justice or other criminal act with the consent of the prosecutor who has criminal jurisdiction.

A member of the service receiving an allegation of corruption against oneself will request a supervising officer to respond to the scene. The supervising officer will interview the complainant and confer with the Internal Affairs Bureau, Command Center, BEFORE interviewing the member concerning the allegation.





PATROL GUIDE

Section: Complaints		Procedure No: 207-22
ALLEGATIONS OF CORRUPTION AGAINST CITY EMPLOYEES (OTHER THAN MEMBERS OF THE NEW YORK CITY POLICE DEPARTMENT)		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 1

PURPOSE

To record allegations of corruption and/or serious misconduct and/or misconduct against federal, state or city employees, other than members of this Department, and provide for notifications to the appropriate agency.

PROCEDURE

Upon receiving, or becoming aware of, an allegation of corruption and/or serious misconduct and/or misconduct against a federal, state or city employee, other than a member of this Department:

MEMBER OF THE SERVICE

1. Report the facts immediately to commanding officer, or if absent, the highest-ranking supervisor in the command.
2. Telephone Internal Affairs Bureau, Command Center (212) 741-8401 (24 hours) and:
 - a. Identify self
 - b. Give telephone number where you can be reached
 - c. Give preliminary facts
 - d. Comply with instructions of ranking officer, Internal Affairs Bureau.

SUPERVISORY MEMBER

3. Prepare report on **Typed Letterhead**, addressed to the Deputy Commissioner, Internal Affairs with all details.
 - a. Forward original and copy in sealed white envelope addressed to:
Internal Affairs Bureau, Command Center
315 Hudson Street, 3rd Floor
New York, New York 10013

NOTE

A complaint against a federal, state or city employee other than a member of this Department, that does not involve an allegation of corruption and/or serious misconduct and/or misconduct (for example, Driving While Intoxicated or Domestic Violence) will be processed in accordance with the provisions of [P.G. 207-01, "Complaint Reporting System."](#)

A notification to the Internal Affairs Bureau will satisfy the member's affirmative duty to report corruption or misconduct by a person having business dealings with a city agency to the New York State Attorney General's Law Enforcement Misconduct Investigative Office, as required by New York State law. A notification to the Internal Affairs Bureau satisfies a member's duty to report, thereby eliminating a direct notification to the Law Enforcement Misconduct Investigative Office.



PATROL GUIDE

Section: Complaints		Procedure No: 207-23
MISSING PERSONS		
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PURPOSE

To investigate, search for, refer and record complaints of missing persons.

DEFINITIONS

MISSING PERSON - Person missing from a New York residence and:

- a. Seventeen years of age or younger; or
- b. Cognitively impaired/developmentally disabled or disabled to the extent that hospitalization may be required or not capable of self-care or clear communication; or
- c. Sixty-five years of age or older; or
- d. Possible victim of drowning; or
- e. Unique/unusual case; or
- f. Indicated an intention of committing suicide; or
- g. Missing under circumstances indicating unaccountable or involuntary disappearance.

COMPLAINANT – For the purpose of this procedure, the complainant is not limited to a member of the family, but could be another person (such as a legal or temporary guardian, a representative of the Department of Education, a hospital administrator, a roommate, a home care attendant, etc.) who may be reasonably expected to know whether or not the person is actually missing.

SCOPE

There are no minimum time limits that must be observed before accepting a report of a missing person.

Complaints of missing New York City residents shall be recorded at the missing person's resident precinct and the commanding officer of the precinct/PSA of residence is ultimately responsible for directing the overall effort to locate the missing person.

Missing person complaints will be accepted for persons missing from temporary residences within New York City (hotels, rooming houses, etc.). However, complainants will also be instructed to report such cases to the local police agency covering the permanent residence of the missing person. Under no circumstances will complainants be referred directly to the missing persons squad.

A report of a person missing from a residence OUTSIDE New York City WILL NOT BE ACCEPTED. The complainant will be directed to report the case to the local police agency covering the residence of the missing person. The local police may request this Department to assist in the investigation. Assigned NYPD personnel will ascertain if any known locations of the missing person within New York City require a search given the facts of the initial investigation.

When a person reported missing or unidentified is found to be the victim of a crime, the investigating member will notify the desk officer, command of residence and command of occurrence (if different) and the Missing Persons

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SCOPE (continued)

Squad. The member will also prepare an **Omniform Complaint Revision** to close the missing person case. The member will then prepare another **COMPLAINT REPORT** and have a new complaint number assigned to the new case.

Furthermore, missing persons ordinarily do not include the following:

- a. Persons wanted for crimes; or
- b. Persons wanted on warrants; or
- c. Persons eighteen years of age or older who have left home voluntarily because of domestic, financial or similar reasons.

These exclusions are intended for persons who are likely to have fled voluntarily as a direct result of their status (e.g., a person wanted for a crime fleeing to avoid prosecution). However, the exclusions listed above shall not be used as a justification for failing to accept a missing persons report when the totality of the circumstances indicate that a person may in fact be missing.

PROCEDURE

Upon receiving a complaint of a missing person:

UNIFORMED MEMBER OF THE SERVICE

1. Respond to the scene, interview complainant and obtain as much of the following background information as possible:
 - a. An accurate description of the missing person, including clothing worn,
 - b. If person has gone missing before and, if so, location(s) where person was found,
 - c. An accurate digital and/or hard copy photo of the missing person, (if available digital photo is preferred),
 - d. School information, if applicable,
 - e. Names and contact information of the missing person's friends,
 - f. Any dispute that the missing person may be or may have been involved in which may have a connection to the disappearance,
 - g. Locations where the missing person frequents,
 - h. Location where last seen,
 - (1) If missing person is believed to be using public transportation, obtain information on the type of transportation, route and possible destination(s),
 - i. Missing person's cellular telephone number,
 - (1) Ascertain if missing person's mobile device has tracking capabilities. If so, attempt to access the device and obtain the last known location,
 - j. Missing person's email address(es) and password(s), if known,
 - k. Missing person's social media usernames and passwords, if known,
 - l. Administration for Children's Services caseworker's name and telephone number, if applicable,
 - m. Biological parents' name, address and telephone number, as appropriate,



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UNIFORMED MEMBER OF THE SERVICE (continued)

- n. Closest relative or guardian's name, address and telephone number, as appropriate,
- o. Whether missing person has Alzheimer's disease or a related dementia, or is taking medication for Alzheimer's disease or a related dementia, and is enrolled with the MedicAlert + Alzheimer's Association Safe Return program, as appropriate,
 - (1) If so, determine whether the missing person was wearing a MedicAlert + Safe Return bracelet or necklace and request that complainant provide the Safe Return identification number,
 - (a) If the identification number is unknown, contact the MedicAlert + Alzheimer's Association Safe Return program at 1-800-625-3780 to obtain the number and any other information the Association has on the missing person (e.g., medical condition(s), list of medication(s), emergency contact information, recent photograph),
- p. The location where missing person grew up and if missing person has been known to return to that location in the past,
- q. Whether missing person has been known to communicate matters of personal importance with friends, relatives, coworkers or others,
 - (1) Record names and contact information of these individuals, as appropriate,
- r. Missing person's preferred language, and the level of their ability to communicate in English,
- s. Whether missing person is registered with Operation Safe Child,
 - (1) If so, obtain missing person's information from the Safe Child Card when available.
2. Conduct an immediate search of the building or structure and immediate area to verify that such person is missing.
3. Request radio dispatcher to broadcast description of missing person to members on patrol.
 - a. If missing person is believed to be using public transportation:
 - (1) Request broadcast of description to precincts, PSAs and transit districts along travel route, and
 - (2) Confer with a supervisor assigned to the Transit Bureau (subways) and/or Traffic Management Center (buses), as appropriate.
4. Conduct name and address check of missing person on Department smartphone or tablet.
5. Request patrol supervisor to respond.
6. Notify desk officer of details.

PATROL SUPERVISOR, COMMAND OF OCCURRENCE

7. Ensure initial search was conducted.
8. Consult with commanding officer/executive officer/duty captain.
 - a. Activate Level 1 mobilization if circumstances warrant and commanding officer/executive officer/duty captain approves.

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NOTE

If there are exigent circumstances and an immediate need for additional personnel (e.g., possible kidnapping-in-progress, etc.), the patrol supervisor may activate a Level 1 mobilization without prior approval, and consult with the commanding officer/executive officer/duty captain as soon as possible.

**PATROL
SUPERVISOR,
COMMAND OF
OCCURRENCE
(continued)**

9. Deploy additional personnel from command (e.g., administrative personnel, specialized personnel, etc.), as required.
10. Request additional specialized units (e.g., Emergency Service Unit, Aviation Unit, etc.), as required.
11. Transmit message via Domain Awareness System (DAS) Messenger application regarding missing person to include:
 - a. Digital photograph,
 - b. Full name,
 - c. Date of birth,
 - d. Age,
 - e. Gender,
 - f. Physical description (i.e., height, weight, eye/hair color, hairstyle, clothing worn, distinguishing characteristics, etc.),
 - g. Physical/mental condition,
 - h. Location last seen,
 - i. Location of residence.
 - j. Frequented means of transportation,
 - k. Safe Return information, if available, and
 - l. Brief description of the circumstances by which the individual went missing.
12. Request immediate search where missing person was last observed and of missing person's residence prior to the arrival of the commanding/executive officer or duty captain.
 - a. Include travel route, if any, in search pattern.
 - b. Maintain records of area, routes and premises searched and identities of persons questioned.
13. Coordinate search with the following:
 - a. Precinct/PSA/transit district commanding/executive officer/duty captain, when applicable,
 - b. Desk officers of precinct/PSA/transit district of occurrence and precinct/PSA of residence, if different,
 - c. Operations Unit,
 - d. Additional units, as appropriate.

**COMMANDING
/EXECUTIVE
OFFICER/
DUTY
CAPTAIN,
COMMAND OF
RESIDENCE**

14. Respond to scene when necessary and direct, coordinate and control the search, as appropriate.
 - a. Common sense standards should be used to determine areas of search.
 - b. If child nine years of age or younger is missing, the commanding/executive officer/duty captain, precinct/PSA/transit district of occurrence shall perform duties of the patrol supervisor.

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DESK OFFICER, COMMAND OF OCCURRENCE

15. Check Department records to determine if missing person has been the subject of police action.
 - a. Query Department databases to obtain prior law enforcement contacts with the missing person, as necessary.
16. Make the following additional notifications:
 - a. Detective squad, precinct of occurrence, to respond and assist in search,
 - (1) If no detective is available, notify the detective borough dispatcher,
 - b. Desk officer of missing person's resident precinct/PSA, if different from occurrence.
 - c. Operations Unit,
 - d. Missing Persons Squad, if Missing Person Squad is unavailable, contact Real Time Crime Center,
 - (1) Request a records search,
 - (2) Inform Missing Persons Squad of identity of member assigned to conduct the immediate investigation and/or search (i.e., name and rank of patrol supervisor, commanding/executive officer or duty captain).
 - e. Juvenile Desk, if missing is a juvenile.

DESK OFFICER, COMMAND OF RESIDENCE

17. Notify commanding officer/executive officer.
18. Direct a search of missing person's residence, if different from place of occurrence.
 - a. In these instances, the desk officer, precinct/PSA/transit district of occurrence, shall be notified of the search results.

UNIFORMED MEMBER OF THE SERVICE

19. Comply with [P.G. 215-03, "Emergency Removals or Investigation and Reporting of Abused, Neglected, or Maltreated Children,"](#) if circumstances indicate that youth may be missing due to abuse, neglect or maltreatment.
20. Prepare a **MISSING/UNIDENTIFIED PERSON REPORT WORKSHEET (PD336-151)**.
 - a. Ensure that any information relating to a missing person registered with the MedicAlert + Alzheimer's Association Safe Return program is included,"
 - b. Contact Missing Persons Squad or Nightwatch for assistance if any information is unknown or not available.
21. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
 - a. Use same complaint number for both **MISSING/UNIDENTIFIED PERSON REPORT WORKSHEET** and **COMPLAINT REPORT**.
22. Enter information from **COMPLAINT REPORT WORKSHEET** and **MISSING/UNIDENTIFIED PERSON REPORT WORKSHEET** into the Omniform system.

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UNIFORMED MEMBER OF THE SERVICE (continued)

- a. Use same complaint number for both **MISSING/ UNIDENTIFIED PERSON REPORT** and **COMPLAINT REPORT**.
23. Prepare **JUVENILE REPORT SYSTEM WORKSHEET (PD377-159A)**, if missing person is at least seven, but less than sixteen years of age.

NOTE

*In all cases of reported missing persons, a **COMPLAINT REPORT** and a **MISSING/UNIDENTIFIED PERSON REPORT** MUST be generated regardless if the missing person is located prior to preparing and/or entering the reports into Omniform/ECMS system. In the event that the missing person is located prior to the preparation and electronic transmission of the **COMPLAINT REPORT**, **MISSING/UNIDENTIFIED PERSON REPORT** and **JUVENILE REPORT SYSTEM WORKSHEET**, the assigned precinct detective will close the case in ECMS indicating how and where the missing person was located. The prepared reports will be filed at the precinct/PSA concerned.*

ASSIGNED DETECTIVE, COMMAND OF RESIDENCE

24. Use the missing person's phone, email, social media and other information obtained to attempt to contact the missing.
 - a. If contact is made with the missing person, determine the missing person's location, condition or intentions.
 - b. If contact is unable to be made with the missing person, confer with persons who could assist in providing information about the missing person's location, condition or intentions and request that they assist in locating the missing person.
25. Contact New York State Division of Criminal Justice Services (DCJS) if missing person has been registered with Operation Safe Child and request that the missing person's fingerprints be compared against all incoming fingerprints submitted to DCJS.
26. Widely distribute copies of any photos obtained of the missing person among personnel involved in the search utilizing:
 - a. Operations Unit
 - b. Enterprise Case Management System Wanted Flyer
 - c. Patrol Services Bureau Wheel
 - d. Transit Bureau Wheel.
27. Request the dissemination of photograph(s) and facts as follows:
 - a. News media, via the Deputy Commissioner, Public Information, and
 - b. Social media, via the Deputy Commissioner, Public Information and/or digital communications officers, as appropriate.
28. Request Real Time Crime Center "Alert" for missing person.

DESK OFFICER, COMMAND OF OCCURRENCE

29. Review and sign **MISSING/UNIDENTIFIED PERSON REPORT**, **COMPLAINT REPORT** and **JUVENILE REPORT SYSTEM WORKSHEET**.
 - a. Enter precinct/PSA serial number on **JUVENILE REPORT SYSTEM WORKSHEET** prior to forwarding.
 - b. Ensure Missing Persons Squad case number and assigned Missing Persons Squad case detective are noted on the **MISSING/UNIDENTIFIED PERSON REPORT**.

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DESK OFFICER, COMMAND OF OCCURRENCE (continued) 30. Notify Missing Persons Squad and desk officer, command of residence that reports have been completed.

DESK OFFICER, COMMAND OF RESIDENCE 31. Immediately review **COMPLAINT REPORT** and finalize within two hours of report.

ASSIGNED DETECTIVE, COMMAND OF RESIDENCE 32. Prepare **Omniform Complaint Revision** within seven working days detailing the steps taken in the preliminary investigation, unless the investigation was closed on the **MISSING/UNIDENTIFIED PERSON REPORT**.

33. Ensure that Deputy Commissioner, Public Information, and digital communications officers are notified when missing person is located.
a. Request the removal of social media posts in regard to case.

MISSING PERSONS SQUAD 34. Notify the New York City Department for the Aging (DFTA) daily of persons sixty years of age and older who were reported missing for any reason during the previous calendar day.
a. Include the name, address and contact numbers of a family member and/or caretaker of the missing person, a brief synopsis of the details, along with the missing person's medical situation.
(1) DFTA operates Monday thru Friday from 0900 to 1700 hours.
(2) Notify DFTA the next business day for missing persons reported on weekends or holidays.
35. Prepare a report, through NYSPIN, to the Central Registry, as soon as possible, upon receiving a notification of a missing child under eighteen years of age.

ADDITIONAL DATA *In the event that a missing person is not found prior to the change of tour, the outgoing desk officers of both the precinct/PSA/transit district of occurrence and precinct/PSA of residence must confer with the incoming desk officer regarding the facts and details surrounding the case. The incoming desk officer will ensure the missing person's pedigree and important details pertaining to the case are disseminated during roll call for the outgoing platoon. The patrol boroughs of both the locations of occurrence and residence will inform the incoming duty captains of the status of all missing person investigations. The incoming precinct/PSA commanding officers, executive officers and/or duty captains concerned, in coordination with the assigned detective, will direct additional searches as necessary and will determine their scopes and durations.*



PATROL GUIDE

Section: Complaints		Procedure No: 207-24
NOTIFICATIONS FROM CASEWORKERS EMPLOYED BY ADULT PROTECTIVE SERVICES AND THE DEPARTMENT FOR THE AGING		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 3

PURPOSE

To provide a comprehensive mechanism for receiving and responding to reports of crimes committed against clients and prospective clients of Adult Protective Services (APS) and the Department for the Aging (DFTA).

SCOPE

This procedure establishes the manner in which the Department will receive, record, and, in appropriate circumstances, commence an investigation in those cases where caseworkers employed by Adult Protective Services and/or the Department for the Aging are presented with facts and circumstances giving the caseworker reason to believe that a crime has been committed against a client or any person being evaluated to become a client.

DEFINITIONS

IMPAIRED ADULT ABUSE - Physical, sexual, emotional or financial abuse and/or neglect of a physically or mentally impaired adult, eighteen years of age or older, who is unable to provide for their own health, welfare or safety.

ELDER ABUSE - Physical, sexual, emotional or financial abuse and/or neglect of an individual sixty years of age or older.

PROCEDURE

Upon receiving a report from a caseworker, employed by either Adult Protective Services or the Department for the Aging, alleging that a client of the agency or a person being evaluated to become a client has been the victim of a crime:

MEMBER OF THE SERVICE RECEIVING REPORT

1. Ascertain immediately if report relates to an ongoing condition that threatens health or safety of victim.

IF HEALTH OR SAFETY OF VICTIM APPEARS TO BE IN IMMEDIATE DANGER:

MEMBER OF THE SERVICE RECEIVING REPORT

2. Request medical assistance to the scene of occurrence.
 - a. Ensure response of police personnel and resources, including Emergency Service Unit and patrol supervisor, as necessary.

IF HEALTH OR SAFETY OF VICTIM DOES NOT APPEAR TO BE IN IMMEDIATE DANGER:

MEMBER OF THE SERVICE RECEIVING REPORT

3. Notify radio dispatcher and request appropriate unit to be dispatched to scene.

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UNIFORMED MEMBER OF THE SERVICE ASSIGNED

4. Respond to scene, and:
 - a. Interview complainant/victim, witnesses and caseworker
 - b. Comply with P.G. 216-01, "Aided Cases General Procedure," if necessary
 - c. Conduct thorough field investigation, obtain facts and safeguard evidence.
5. Comply with P.G. 207-07, "Preliminary Investigation of Complaints (Other Than Vice Related or Narcotics Complaints)" and P.G. 208-36, "Family Offenses/Domestic Violence," if applicable.
 - a. Canvass area for witnesses, if appropriate.
6. Notify special operations lieutenant, in addition to any other required notifications.
7. Notify precinct detective squad or domestic violence investigator, if appropriate, in all cases requiring further investigation.
 - a. Notify the Detective Bureau's Financial Crimes Task Force in cases where elderly persons are victims of financial exploitation, con games and home repair scams.

ADDITIONAL DATA

The special operations lieutenant, who is designated to act as the liaison between this Department and caseworkers for Adult Protective Services and the Department for the Aging, will be notified in all cases when a caseworker employed by either agency makes a report of an elderly/impaired victim.

Cases involving incidents of domestic violence will continue to be the responsibility of the domestic violence prevention officer/investigator, who will be notified directly.

Whenever possible, Adult Protective Services and Department for the Aging caseworkers requiring police assistance in any given situation will contact the liaison at the precinct concerned to make advance arrangements for such assistance. When advance arrangement is not possible, caseworkers concerned will contact the desk officer, precinct concerned, to request such assistance. When the situation constitutes an emergency, caseworkers will contact 911 and request response.

Adult Protective Services and the Department for the Aging are valuable resources whose services may be utilized by members of the service (uniformed and civilian) to secure additional assistance when dealing with cases involving long-term investigation or those requiring access to financial or other records. The assigned investigator should attempt to obtain assistance from the Adult Protective Services or Department for the Aging caseworker through the precinct special operations lieutenant.

If questions exist as to what information or documents may be shared with the above agencies, members of the service may refer to Operations Order 3, series 2015, entitled, "Guidelines Regarding Release of Victim Information to Victim Advocacy Agencies" or contact the Legal Bureau for assistance.

Adult Protective Services caseworkers are experienced in arranging for the provision of food, shelter, medical care and financial assistance to physically or mentally impaired adults. In addition, Adult Protective Services personnel are authorized by law to

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**ADDITIONAL
DATA
(continued)**

intervene to prevent evictions, assist clients in obtaining public assistance, and assist in arranging for heat, electric and cleaning services for clients in need of these services when no other family member is willing and/or able to do so on the client's behalf. The most typical client is a person sixty years of age or older, physically or mentally impaired without family ties.

The Department for the Aging provides emergency financial assistance and supportive services to elderly crime victims and elder abuse victims. Services include providing crime prevention and supportive counseling, home security repairs, e.g., windows and door locks for victims of forced entries, help in replacing stolen documents, assistance in filing Crime Victim Compensation Board claims, and securing other services such as Home Energy Assistance Program (HEAP) and Meals on Wheels.

The operational hours for both the Adult Protective Services and the Department for the Aging are Monday through Friday, 0900 to 1700 hours.

Each District Attorney's Office within the City of New York has special units or assigned assistants to specialize in cases involving the elderly. In the event that such assistance is required, the member of the service concerned should contact the appropriate District Attorney's Office during business hours and confer with the unit or assistant assigned to handle these cases.





PATROL GUIDE

Section: Complaints		Procedure No: 207-25
VOLUNTARY SURRENDER OF WEAPONS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 32	PAGE: 1 of 2

- PURPOSE** To encourage and record the voluntary surrender of dangerous weapons.
- PROCEDURE** When a person asks how to surrender a dangerous weapon or appears at a Department facility to surrender a dangerous weapon without giving prior notice:
- SCOPE** This procedure does not apply to Department programs that provide monetary rewards for the surrendering of firearms (i.e., gun buybacks, “Cash for Guns,” etc.).

PERSON ASKS HOW TO SURRENDER A DANGEROUS WEAPON

- UNIFORMED MEMBER OF THE SERVICE**
1. Direct person requesting such information to write a “notice of intent to surrender weapon” to the commanding officer of resident precinct including:
 - a. Name and address
 - b. Description of weapon
 - c. Present location of weapon, and
 - d. Time, date and place where weapon will be surrendered.
 2. Remove weapon and escort person to appropriate command if person physically possesses the weapon, and comply with the remainder of this procedure.
 - a. Request Emergency Service Unit to make a weapon safe, if firearm.
- UNIFORMED MEMBER OF THE SERVICE**
3. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**, **PROPERTY CLERK INVOICE (PD521-141)** and other appropriate forms.
 - a. If weapon is a firearm, also prepare **REQUEST FOR LABORATORY EXAMINATION REPORT (PD521-168)**.
 4. Attach copy of written “notice of intent to surrender weapon” to file copy of the **COMPLAINT REPORT (PD313-152)**.
- DESK OFFICER**
5. Forward copy of **COMPLAINT REPORT** with the original “notice of intent” attached to precinct detective squad.

PERSON APPEARS AT A DEPARTMENT FACILITY TO SURRENDER A DANGEROUS WEAPON WITHOUT GIVING PRIOR NOTICE

- UNIFORMED MEMBER OF THE SERVICE**
6. Remove weapon from person.
 - a. Request Emergency Service Unit to make a weapon safe, if firearm.
- DESK OFFICER**
7. Make Command Log entry, including person’s name and address, description of the weapon and other circumstances.

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- UNIFORMED MEMBER OF THE SERVICE** 8. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**, **PROPERTY CLERK INVOICE (PD521-141)** and other appropriate forms.
- a. If weapon is a firearm, also prepare **REQUEST FOR LABORATORY EXAMINATION REPORT (PD521-168)**.
- DESK OFFICER** 9. Summon precinct detective squad member to take charge of the weapon and the person surrendering.



NYCPD



PATROL GUIDE

Section: Complaints		Procedure No: 207-26
FIELD REPORTS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 1

PURPOSE

To investigate, take corrective action and record non-criminal conditions occurring on, and/or within, New York City Housing Authority locations.

SCOPE

FIELD REPORT will be used to record the following non-criminal conditions occurring on New York City Housing Authority locations:

- a. Playing in prohibited areas,
- b. Noise complaints,
- c. Other breaches of Housing Authority Rules and Regulations,
- d. Follow-up dispositions,
- e. Repairs,
- f. Damage, accidental,
- g. Damage, non-criminal,
- h. Damage, cause unknown,
- i. Lingered,
- j. Complaint unclassified,
- k. Abandoned and derelict vehicles,
- l. Resident disputes,
- m. Fire, non-suspicious, and/or
- n. Other conditions, as appropriate.

PROCEDURE

When becoming aware of any of the above non-criminal conditions occurring on, and/or within, New York City Housing Authority locations:

UNIFORMED MEMBER OF THE SERVICE

1. Take appropriate police action.
2. Make complete and accurate digital **Activity Log** entries.
3. Prepare **FIELD REPORT** using the Finest Online Records Management System (FORMS).

DESK OFFICER

4. Review **FIELD REPORT** using FORMS for completeness and accuracy, and ensure appropriate action was taken.
5. Approve **FIELD REPORT** using FORMS.
6. Distribute copy of **FIELD REPORT** to Housing Authority Development Manager, during second platoon, next business day.

ADDITIONAL DATA

*When FORMS becomes disabled, uniformed members of the service will prepare a **FIELD REPORT (PD313-1511)**, obtain a serial number from the telephone switchboard operator and be guided by desk officer, police service area concerned, regarding input into FORMS.*

*In addition, uniformed members of the service not assigned to police service areas may prepare a **FIELD REPORT** via FORMS. In the event that FORMS is disabled, uniformed members of the service will prepare a hard copy of **FIELD REPORT** and forward direct to the police service area of occurrence, via Department mail.*



PATROL GUIDE

Section: Complaints		Procedure No: 207-27
CIVILIAN COMPLAINTS - WITNESS STATEMENT		
DATE EFFECTIVE: 05/10/22	LAST REVISION: I.O. 49	PAGE: 1 of 2

PURPOSE

To record and process statements of witnesses to incidents from which a civilian complaint arises.

PROCEDURE

When a person is present in a Department facility and wishes to make a statement as a witness to an incident involving a civilian complaint:

MEMBER OF THE SERVICE

1. Interview witness.

NOTE

If the witness appears to have difficulty understanding/communicating in English, the member of the service concerned should comply with [P.G. 212-90, "Guidelines for Interaction with Limited English Proficient \(LEP\) Persons."](#) Due to the sensitive nature of corruption/misconduct complaints, the use of the Language Line Service is the preferred interpretation method in these types of cases. If the complainant appears to be Deaf or hard of hearing, the member of the service receiving the complaint should comply with [P.G. 212-104, "Interaction with Persons who are Deaf or Hard of Hearing."](#)

2. Provide witness with first copy of **CIVILIAN COMPLAINT REPORT (PD313-154)** to be prepared in witness's own handwriting.
3. Prepare **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET) (PD313-154B)** and include the following under caption "Additional Comments:"
 - a. If witness is apparently under the influence of an intoxicant or drug.
 - b. If witness is apparently suffering from a mental disorder or evidences any condition bearing on their credibility.
 - c. Physical condition of witness, noting any visible marks or injuries relative to the complaint.
4. Prepare **CIVILIAN COMPLAINT REPORT** and **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)**.
 - a. Enter same serial number on witness statement as is assigned to the related civilian complaint.
5. Have witness sign copies of **CIVILIAN COMPLAINT REPORT**, under caption "Complainant's Signature" (cross out "Complainant" and insert "Witness").

NOTE

*The witness is NOT to sign the **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)**.*

6. Review and sign all copies of the **CIVILIAN COMPLAINT REPORT** and the **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)**.
7. Give one copy of **CIVILIAN COMPLAINT REPORT**, marked "Complainant Copy," to the witness as a receipt.

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NOTE *DO NOT GIVE WITNESS A COPY OF THE CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET).*

- MEMBER OF THE SERVICE (continued)**
8. Attach one copy of witness's statement to each related copy of **CIVILIAN COMPLAINT REPORT**.
 9. Process in accordance with [P.G. 207-28, "Processing Civilian Complaints."](#)

ADDITIONAL DATA *If witness appears at command after CIVILIAN COMPLAINT REPORT has been forwarded or at a command, other than where the original complaint was lodged, the desk officer/supervisor will comply with all procedures listed above. In addition, the desk officer/supervisor will telephone the Civilian Complaint Review Board, Intake Unit, to obtain the assigned Civilian Complaint Review Board or Chief of Department serial number. The assigned serial number must be entered on both the CIVILIAN COMPLAINT REPORT and the CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET).*





PATROL GUIDE

Section: Complaints		Procedure No: 207-28
PROCESSING CIVILIAN COMPLAINTS		
DATE EFFECTIVE: 05/10/22	LAST REVISION: I.O. 49	PAGE: 1 of 7

PURPOSE To record and initiate investigation of complaints from civilians alleging misconduct by uniformed members of the service.

SCOPE Complaints against uniformed members of the service may be made at any patrol precinct, police service area, transit district, traffic unit, Internal Affairs Bureau, or any other office of the Department, including the Office of the Police Commissioner or office of a deputy commissioner.

DEFINITIONS **INVESTIGATING SUPERVISOR** - for the purpose of this procedure will be:

- a. In a patrol command - the Platoon Commander, Special Operations Lieutenant, or Integrity Control Officer of the command receiving the complaint will conduct investigation.
 - (1) If the Platoon Commander, Special Operations Lieutenant, or the Integrity Control Officer is unavailable, the commanding officer/duty captain will assume charge of the preliminary investigation.
- b. In other than a patrol command - a supervisor or duty captain from the next higher command will perform the investigation.

SUPERVISOR REVIEWING CIVILIAN COMPLAINT - Supervising member of the service who reviews a **CIVILIAN COMPLAINT REPORT (PD313-154)** prepared by a subordinate member. The reviewer must be at least one rank higher than the member receiving the **CIVILIAN COMPLAINT REPORT**.

PROCEDURE Upon receipt of a complaint from a civilian alleging misconduct by a uniformed member of the service:

MEMBER OF THE SERVICE RECEIVING COMPLAINT

1. Report all misconduct complaints (see exceptions in following “*NOTE*”) including unnecessary use of force, abuse of authority, discourtesy, offensive language, etc., to Civilian Complaint Review Board, Intake Unit at 1-800-341-2272 (24 hours).

NOTE *Complaints of corruption or other misconduct not within the jurisdiction of the Civilian Complaint Review Board will be referred to the Internal Affairs Bureau Command Center (see [P.G. 207-21, “Allegations of Corruption and Other Misconduct Against Members of the Service”](#)).*

2. Process complaints as follows:
 - a. **MADE IN PERSON**
 - (1) Interview complainant.
 - (2) Give complainant first copy of **CIVILIAN COMPLAINT REPORT (PD313-154)** to be prepared in complainant’s own handwriting.

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MEMBER OF THE SERVICE RECEIVING COMPLAINT (continued)

- (3) Furnish assistance or allow other person to assist in preparing the form. Enter under "Details" reason assistance was given.
- (4) Have complainant sign form under appropriate caption and have representative or person assisting, if any, sign form under caption "Details."
- b. RECEIVED BY MAIL
 - (1) Attach original letter of complaint to first copy of **CIVILIAN COMPLAINT REPORT** ordinarily prepared by civilian complainant.
 - (2) Make photocopy of original letter of complaint and attach to file copy of **CIVILIAN COMPLAINT REPORT**.
 - (3) Enter Civilian Complaint Review Board or Chief of Department serial number, as appropriate, in a conspicuous location at the top of original letter of complaint.
- c. RECEIVED BY TELEPHONE
 - (1) Prepare first copy of **CIVILIAN COMPLAINT REPORT** in own handwriting and treat as if prepared by complainant. All captions are to be completed. If requested information is not given, indicate such in appropriate captions on **REPORT**.
 - (2) Advise complainant that they will receive a written acknowledgement from the Civilian Complaint Review Board.
- d. IN PERSON (DOES NOT WANT TO IMMEDIATELY MAKE COMPLAINT) - When a complainant is present in any police facility and does not want to immediately make a complaint or furnish the member of the service receiving the complaint with details of the incident:
 - (1) PROVIDE the complainant with the first copy of **CIVILIAN COMPLAINT REPORT**.
 - (2) Advise complainant that the complaint may be delivered in person, taken over the telephone, or sent by mail to any patrol precinct, police service area, transit district, traffic unit, Internal Affairs Bureau, or any other office of the Department, including the Office of the Police Commissioner or office of a deputy commissioner. IN ADDITION, provide the complainant with the telephone number of the Civilian Complaint Review Board, Intake Unit at 1-800-341-2272 (24 hours).
 - (3) When a member of the service receives a request for a **CIVILIAN COMPLAINT REPORT**, the desk officer/supervisor will be advised and a Command Log entry will immediately be made and shall include the name of the complainant, if provided, physical description, e.g., sex, race, age and any other pertinent information.



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NOTE

If the complainant appears to have difficulty understanding/communicating in English, the member of the service concerned should comply with [P.G. 212-90, "Guidelines for Interaction with Limited English Proficient \(LEP\) Persons."](#) Due to the sensitive nature of corruption/misconduct complaints, the use of the Language Line Service is the preferred interpretation method in these types of cases. If the complainant appears to be Deaf or hard of hearing, the member of the service receiving the complaint should comply with [P.G. 212-104, "Interaction with Persons who are Deaf or Hard of Hearing."](#)

To prevent an interruption or delay in vital services, the telephone switchboard operator will refer an allegation of misconduct to the desk officer who will record pertinent details of the allegation.

MEMBER OF THE SERVICE RECEIVING COMPLAINT (continued)

3. Prepare **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET) (PD313-154B)** and include the following under the caption "Additional Comments:"
 - a. If complainant is apparently under the influence of an intoxicant or drug.
 - b. If complainant is apparently suffering from a mental disorder or evidences any condition bearing on their credibility.
 - c. Physical condition of complainant, noting any visible marks or injuries relative to the complaint.
 - (1) Take photograph of area of body that was reportedly injured, when possible, with complainant's consent.
4. Inform Civilian Complaint Review Board, Intake Unit, immediately by telephone 1-800-341-2272 (24 hours) of:
 - a. Summary of alleged misconduct
 - b. Time complainant arrived, or letter or call received
 - c. Name and address of complainant. Indicate if anonymous, transient or homeless
 - d. Rank, name, shield number and command of member complained of, if known
 - e. Reporting command
 - f. Name, rank, and command of member transmitting information.

NOTE

*A follow-up notification to the Internal Affairs Bureau Command Center at (212) 741-8401, will also be made to obtain an Internal Affairs Bureau log number. Indicate that number on the top of the **CIVILIAN COMPLAINT REPORT**, under the caption I.A.B. LOG #.*

5. Obtain Civilian Complaint Review Board or Chief of Department serial number and time recorded from Civilian Complaint Review Board, Intake Unit, and enter on **CIVILIAN COMPLAINT REPORT**.
6. Request complainant and/or witnesses to remain if:
 - a. Requested by Civilian Complaint Review Board, Intake Unit, pending telephone and/or in person interview by investigator to clarify complaint allegation(s), etc.
 - b. Complaint has been assigned a Chief of Department serial number and the complainant is a transient or homeless.

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MEMBER OF THE SERVICE RECEIVING COMPLAINT (continued)

7. Notify Investigating Supervisor to initiate investigation of alleged complaint(s) if:
 - a. Doubt exists as to the identity of the member of the service against whom the complaint is being lodged, OR
 - b. Complaint has been assigned a Chief of Department serial number and the complainant is a transient or homeless.
8. Prepare **CIVILIAN COMPLAINT REPORT** and **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)**.
9. Review and sign all copies of **CIVILIAN COMPLAINT REPORT** and **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)**.
10. Give one copy of **CIVILIAN COMPLAINT REPORT**, marked "Complainant Copy," to the complainant as a receipt.

NOTE

DO NOT GIVE COMPLAINANT A COPY OF THE CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET).

11. Have a Command Log entry made consisting of the following information:
 - a. Name and address of complainant
 - b. Time of complainant's arrival and departure or time of receipt of letter or telephone call
 - c. Physical condition of complainant, noting any visible marks or injuries relative to the complaint
 - d. Identity of member complained of, if known
 - e. Civilian Complaint Review Board or Chief of Department serial number assigned.
12. Have two copies of **Typed Letterhead** prepared in a command not maintaining a Command Log, addressed to the commanding officer, and containing the information described in step 11.

INVESTIGATING SUPERVISOR

13. Initiate investigation as indicated in step 7 above.
14. Notify the Civilian Complaint Review Board, Intake Unit at (800) 341-2272 (24 hours) of the results of the investigation.
15. Record the results of the investigation on the **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY WORKSHEET)** under the caption "Additional Comments" and return to the member of the service receiving complaint for distribution.
16. Record results of investigation in Command Log.
 - a. Commands not maintaining a Command Log will record the results of the investigation as per step 12 above.
17. Notify the commanding officer/duty captain if unable to ascertain the identity of the member against whom the complaint is being lodged.

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SUPERVISOR REVIEWING CIVILIAN COMPLAINT REPORT

18. Review **CIVILIAN COMPLAINT REPORT** prepared by member of the service receiving complaint.
 - a. If a civilian complaint is made in person or by telephone and it involves member(s) of the reporting command, ensure that all related Department documents are included with the **REPORT** (See *NOTE* following step 20).
 - b. Complete following captions: "Title, Tax Registry Number and Signature of Reviewing Supervisor, Name Printed, and Date".
 - c. Submit entire package to commanding officer.

COMMANDING OFFICER OF MEMBER RECEIVING COMPLAINT

19. Endorse and forward original **Typed Letterhead** to next higher command maintaining a Command Log.
 - a. Have duplicate filed.
20. Distribute copies of **CIVILIAN COMPLAINT REPORT** and **CIVILIAN COMPLAINT REPORT (STATISTICAL SUMMARY SHEET)** as follows:
 - a. Complaints within Civilian Complaint Review Board jurisdiction:
 - (1) Forward original typewritten **CIVILIAN COMPLAINT REPORT**, handwritten complaint and "Investigating Entity" copy of the **STATISTICAL SUMMARY SHEET**, with photograph, if taken, to Civilian Complaint Review Board Liaison, in a sealed envelope, DIRECT
 - (2) Distribute remaining copies of **CIVILIAN COMPLAINT REPORT** and **STATISTICAL SUMMARY SHEET** as indicated at bottom of each form.
 - b. Complaints within the Chief of Department jurisdiction:
 - (1) Forward original typewritten **CIVILIAN COMPLAINT REPORT**, handwritten complaint and "Investigating Entity" copy of the **STATISTICAL SUMMARY SHEET**, to Investigation Review Section, Office of the Chief of Department, in a sealed envelope, DIRECT.
 - (2) Distribute remaining copies of **CIVILIAN COMPLAINT REPORT** and **STATISTICAL SUMMARY SHEET** as indicated at bottom of each form.

NOTE

*When a complaint is made in person or by telephone and involves a member of the service assigned to the reporting command, attach to the **CIVILIAN COMPLAINT REPORT**:*

- a. *All Department related documents (e.g., **COMPLAINT REPORT WORKSHEET (PD313-152A)**, Command Log entries, printout of digital **Activity Log** entries, ICAD Event Information, **ROLL CALL**, etc.).*

The completed package will then be forwarded to the Civilian Complaint Review Board Liaison Unit in Department mail. Department records will not be forwarded direct to the Civilian Complaint Review Board.

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ADDITIONAL DATA

Complaints made against uniformed members of the service involving unnecessary use of force, abuse of authority, discourtesy or offensive language will be directed to the Civilian Complaint Review Board, Intake Unit, and be assigned a Civilian Complaint Review Board serial number. Additionally, complaints against uniformed members alleging other acts of misconduct, i.e., fail to properly perform duty, unwarranted traffic summons, etc., will be directed to the Civilian Complaint Review Board, Intake Unit, and be assigned a Chief of Department serial number.

*Complaints made against civilian members of the service, including traffic enforcement agents, which would normally be within the jurisdiction of the Civilian Complaint Review Board (i.e., unnecessary use of force, abuse of authority, discourtesy, or offensive language), will be directed to the Internal Affairs Bureau for screening at (212) 741-8401, 8402, 8403 or 8404. One typewritten copy of the **CIVILIAN COMPLAINT REPORT** will be given to the complainant as a receipt. The handwritten copy and the "Investigating Entity" copy of the **CIVILIAN COMPLAINT REPORT** and the "Investigating Entity" copy of the **STATISTICAL SUMMARY SHEET** will be forwarded to the Internal Affairs Bureau direct in a sealed envelope. The remaining copies of the **CIVILIAN COMPLAINT REPORT** and **STATISTICAL SUMMARY SHEET** will be distributed as indicated at the bottom of each form. It should be noted that NO portion of either the **CIVILIAN COMPLAINT REPORT** or the **STATISTICAL SUMMARY SHEET** is to be forwarded to the Civilian Complaint Review Board for complaints made against civilian members of the service. Steps 1, 4, 5 and 19 of this procedure do not apply to complaints involving civilian members of the service.*

Complaints alleging corruption or other misconduct against any uniformed or civilian member of the service, including traffic enforcement agents, will be directed to the Internal Affairs Bureau Command Center (see [P.G. 207-21, "Allegations of Corruption and Other Misconduct Against Members of the Service"](#)).

*If a civilian complaint originates at a precinct stationhouse, transit district or PSA and is the result of a radio run within the last twenty-four hours, the member of the service receiving the complaint will attach a copy of the ICAD Event Information to the **CIVILIAN COMPLAINT REPORT** prior to forwarding the paperwork to the Internal Affairs Bureau or the Investigation Review Section, Office of the Chief of Department.*

Any request for Department records made by representatives of the Civilian Complaint Review Board will be referred to the Civilian Complaint Review Board Liaison, for necessary attention. Department records will not be forwarded direct to the Civilian Complaint Review Board.

Complaints against federal, state, or city employees, other than members of the New York City Police Department, involving allegations of corruption or serious misconduct, will be processed in accordance with [P.G. 207-22, "Allegations of Corruption Against City Employees \(Other than Members of the New York City Police Department\)."](#) Any other complaint will be processed in accordance with [P.G. 207-01, "Complaint Reporting System."](#)

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**ADDITIONAL
DATA
(continued)**

A complainant seeking to register a complaint, which does not affect this Department or a federal, state, or city agency as described above, will be referred to the non-governmental entity concerned. The desk officer will explain the reason for the referral to the complainant, and will assist the complainant in lodging the complaint in any way possible with the proper agency.

A member of the service may prefer a civilian complaint against another member of the service. Investigation of such complaint will be conducted by the commanding officer(s) assigned by the Commanding Officer, Investigation Review Section, Office of the Chief of Department.

*Whenever a member of the service is a victim of disparaging remarks relative to their ethnicity, race, religion, gender, or sexual orientation, made by another member of the service, the member of the service may register a complaint with the Civilian Complaint Review Board. The Civilian Complaint Review Board will record the complaint and forward a summary of the allegation to the Equal Employment Opportunity Division for investigation. The commanding officer of the member complained of will receive a copy of the **CIVILIAN COMPLAINT REPORT** from the Equal Employment Opportunity Division.*





PATROL GUIDE

Section: Complaints		Procedure No: 207-29
INVESTIGATION OF CARJACKINGS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 2

PURPOSE

To investigate, refer, and analyze complaints of robberies involving or including the larceny of an automobile.

PROCEDURE

When assigned to investigate a complaint of any crime which involves or includes the forcible theft of an automobile:

UNIFORMED MEMBER OF THE SERVICE

1. Interview complainant and witnesses, obtain facts, and safeguard evidence.
2. Conduct field investigation.
 - a. Transmit alarm
 - b. Detain witnesses, where necessary.
3. Take immediate summary action, if possible.
4. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
5. Notify the precinct detective squad/Burglary/Robbery Apprehension Module (BRAM).
6. Refer complaint requiring further investigation, except cases closed by arrest, to:
 - a. Precinct Detective Squad (PDS), OR
 - b. Precinct Burglary/Robbery Apprehension Module (BRAM) OR
 - c. Special Victims Squad (SVS).
7. Notify desk officer upon completion of investigation and deliver **COMPLAINT REPORT WORKSHEET** as soon as possible.

DESK OFFICER

8. Direct member of the service to enter **COMPLAINT REPORT WORKSHEET** into the OMNIFORM System.
9. Verify that alarm has been transmitted and that required notifications and proper referral of complaint have been made.
10. Review the complaint in OMNIFORM System and compare to **COMPLAINT REPORT WORKSHEET**.
11. Ensure that a copy of the **COMPLAINT REPORT (PD313-152)** is forwarded to the Precinct Detective Squad, Precinct Burglary/Robbery Apprehension Module or Special Victims Squad, as appropriate.

ASSIGNED BRAM/PDS/SVS INVESTIGATOR

12. Conduct initial interview of complainant and witnesses.
 - a. Canvass vicinity of crime scene, if necessary, to locate witnesses
 - b. Evaluate available evidence
 - c. Prepare **COMPLAINT FOLLOW-UP INFORMATIONAL(s) (PD313-081A)**, recording results of interview(s) and other investigative steps taken.
13. Identify and arrest perpetrator(s).
14. Analyze complaint information and compare to other available complaint and recovery data from Computer Assisted Robbery System (CARS) Unit and Alarm Board.
 - a. Determine if case is part of a pattern of organized robberies
 - b. Determine if autos are being exported, tagged or resold for parts, if part of a pattern.

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**ASSIGNED
BRAM/PDS/SVS
SUPERVISOR/
BOROUGH
ROBBERY
SQUAD
INVESTIGATOR**

15. Refer case, if determined to be part of a pattern, to appropriate borough robbery squad for further investigation and notify patrol and detective borough command of pattern information.
16. Investigate assigned case and pattern and:
 - a. Identify and arrest perpetrator(s)
 - b. Conduct lineups

NOTE

*If a minor (under eighteen years of age) is to be used as a non-suspect participant in a lineup, ensure that **CONSENT FORM - NON-SUSPECT MINOR (PD377-030)** is/has been prepared and signed by the parent/legal guardian of the minor prior to lineup.*

- c. Execute search warrant(s)
- d. Examine and identify recovered vehicle(s).

**ADDITIONAL
DATA**

Whenever the offense of robbery of an automobile occurs in connection with another more serious offense (e.g., homicide, sex offenses, kidnapping) the complaint will be referred to the investigatory unit normally responsible for conducting the investigation of that more serious offense (e.g., borough Special Victims Squad, Major Case Unit).





PATROL GUIDE

Section: Complaints		Procedure No: 207-30
COMPLAINTS INVOLVING IDENTITY THEFT		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 3

PURPOSE

To outline the duties and responsibilities of a member of the service when made aware of a complaint involving Identity Theft.

DEFINITION

A person is guilty of Identity Theft when the person knowingly and with intent to defraud assumes the identity of another person by presenting themselves as that other person, or by acting as that other person or by using personal identifying information of that other person and thereby: obtains goods, money, property or services or uses credit in the name of such other person or causes financial loss to such person or to another person (NYS Penal Law 190.77-190.80).

SCOPE

Complaints involving Identity Theft can be complex in nature stemming from a myriad of variables and permutations. The member of the service encountering such a complaint must realize the possibility that such a complaint can potentially encompass numerous crimes. As a result, the **Crime Complaint Reporting System Reference Guide** will be used to classify Identity Theft related crimes. Significant clarifications and changes have been made to the **Crime Complaint Reporting System Reference Guide** to instruct the member of the service in the proper classification of Identity Theft related crimes. It must be noted that the “Seven Major Felony Rule” as described in [P.G. 207-01, “Complaint Reporting System”](#) will still be applicable.”

PROCEDURE

When a member of the service is made aware of a complaint involving Identity Theft:

MEMBER OF THE SERVICE

1. Determine whether the complainant is a victim of Identity Theft.
2. Ascertain where the complainant/victim resides (i.e. inside or outside NYC).
3. Instruct and assist the complainant/victim in preparing pages 1 and 2 of the **COMPLAINANT’S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT (PD313-1516)** if the complaint meets the criteria outlined in the **Crime Complaint Reporting System Reference Guide**.
 - a. Ensure complainant signs **BOTH** waivers on pages 1 and 2.
 - b. If necessary, assist complainant in contacting credit card issuer for required information (e.g. address where card was sent etc.)

NOTE

*A refusal by the complainant/victim to prepare or sign the **COMPLAINANT’S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** form does not preclude the requirement to prepare a **COMPLAINT REPORT**. Any refusal by the complainant to prepare or sign a **COMPLAINANT’S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** form will be noted in the details section of the **COMPLAINT REPORT**.*

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MEMBER OF THE SERVICE (continued)

4. Prepare **COMPLAINT REPORT (PD313-152)**.
 - a. Utilize the **Crime Complaint Reporting System Reference Guide** as well as the charts on the cover sheet of the **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** to classify **COMPLAINT REPORT**.
5. Forward completed **COMPLAINT REPORT** and **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** to Desk Officer for review.

DESK OFFICER

6. Review **COMPLAINT REPORT** and **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** for accuracy and completeness.
7. Ensure **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** is attached to precinct file copy of **COMPLAINT REPORT**.
 - a. Ensure that copies of the **COMPLAINT REPORT** and **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** are forwarded to the precinct detective squad.
8. Refer complainant/victim to the precinct detective squad for further investigation and preparation of **IDENTITY THEFT PRELIMINARY INVESTIGATION REPORT (PD313-0847)**, if detective squad member is available.
9. Ensure notification is made to the Financial Crimes Task Force for complaints involving Identity Theft related larcenies and loss is valued at \$5,000 or more.
 - a. Ensure time, date, and name of member notified are included in the "Details" section of the **COMPLAINT REPORT**.

DETECTIVE SQUAD MEMBER

10. Interview complainant and prepare **IDENTITY THEFT PRELIMINARY INVESTIGATION REPORT**.
11. Review **COMPLAINT REPORTS** daily for Identity Theft cases and conduct follow-up investigations on all cases not previously referred for investigation.

ADDITIONAL DATA

*If a **COMPLAINT REPORT** was initially taken for lost/stolen property or related offenses (Robbery, Burglary, etc.) and the complainant/victim subsequently becomes a victim of Identity Theft resulting from the initial complaint, the member of the service will prepare an **Omniform Complaint Revision** or **COMPLAINT FOLLOW-UP INFORMATIONAL (PD313-0814)**, as appropriate, and instruct and assist the complainant/victim in preparing pages 1 and 2 of **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT**. The above will be adhered to only after a thorough investigation reveals a nexus between the initial **COMPLAINT REPORT** and the complainant consequently becoming a victim of Identity Theft. If these criteria are not met, then a new **COMPLAINT REPORT** will be generated for the appropriate crime. If the reporting command is not the command of incident, the Desk Officer will ensure the **Omniform Complaint Revision** or **COMPLAINT FOLLOW-UP INFORMATIONAL**, and **COMPLAINANT'S REPORT OF LOST OR STOLEN PROPERTY/IDENTITY THEFT** are forwarded to the originating command of incident.*

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**ADDITIONAL
DATA
(continued)**

The Financial Crimes Task Force will be responsible for the investigation of all cases involving Identity Theft related larcenies where loss is valued at \$5,000 or more, or there is a pattern involving more than one NYPD precinct, or for any case where the expertise, equipment and resources of the Financial Crimes Task Force are most appropriate to the investigation.

*Any questions not specifically answered in the **Crime Complaint Reporting System Reference Guide** may be directed to the Quality Assurance Division's Data Integrity Unit.*



NYPD



PATROL GUIDE

Section: Complaints		Procedure No: 207-31
SILVER ALERT SYSTEM		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 4

PURPOSE

To provide information to the public in the event a person who is:

- a. Sixty-five years of age or older, and
- b. Meets the additional qualifying criteria of a “vulnerable senior,” (i.e. a person sixty-five years of age or older with dementia, as a result of Alzheimer’s disease or a similar condition) and,
- c. Is reported missing under circumstances indicating the person is in imminent danger of serious bodily harm or death.

DEFINITIONS

SILVER ALERT - A communication to the public of identifying information concerning a “vulnerable senior” who is reported missing to the Department or other law enforcement agency under circumstances indicating that the person is in imminent danger of serious bodily harm or death. The determination to activate a Silver Alert shall be made by a captain or above assigned to the Detective Bureau.

VULNERABLE SENIOR - A person sixty-five years of age or older with dementia, as a result of Alzheimer’s disease or a similar condition.

PROCEDURE

When responding to a report of a missing person and information received indicates that the case may qualify for a Silver Alert:

UNIFORMED MEMBER OF THE SERVICE

1. Comply with [P.G. 207-23, “Missing Persons”](#) and request the response of the patrol supervisor.
2. Notify desk officer of details.

NOTE

The patrol supervisor will implement missing person/special category procedure as necessary, consistent with all available information.

DESK OFFICER

3. Comply with the duties described in [P.G. 207-23, “Missing Persons”](#) and ascertain if incident may fit criteria for activation of a Silver Alert.
4. Request Precinct Detective Squad supervisor and commanding officer/duty captain to respond to the scene.

PRECINCT DETECTIVE SQUAD INVESTIGATOR /SUPERVISOR

5. Conduct a preliminary investigation and ascertain if missing person fits the definition of a “vulnerable senior” and is missing under circumstances indicating that they are in imminent danger of serious bodily harm or death.
 - a. Notify Detective Zone Commanding Officer/Detective Bureau Duty Captain, if missing person meets the criteria for the activation of a Silver Alert.
 - b. Request Detective Zone Commanding Officer/Detective Bureau Duty Captain respond to the scene.

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NOTE

Only a captain or above from the Detective Bureau may activate a Silver Alert. A Silver Alert will NOT be activated unless the “vulnerable senior” is missing under circumstances indicating that the person is in imminent danger of serious bodily harm or death. A person’s status as a vulnerable senior alone is normally insufficient to justify a Silver Alert without additional factors that constitute imminent danger (e.g., severe weather, need for immediate medical attention, history of violent or reckless behavior, etc.).

The Detective Zone Commanding Officer/Detective Bureau Duty Captain may activate a Silver Alert for a person under the age of sixty-five who is reported missing under circumstances indicating that the person is in imminent danger of serious bodily harm or death and where such missing person has dementia as a result of Alzheimer’s disease, or similar condition, if the Detective Zone Commanding Officer/Detective Bureau Duty Captain reasonably believes a Silver Alert will be beneficial in locating the missing person.

**DETECTIVE
ZONE
COMMANDING
OFFICER/
DETECTIVE
BUREAU DUTY
CAPTAIN**

6. Confer with Precinct Detective Squad investigator/supervisor, patrol supervisor, commanding officer/duty captain, and other personnel on scene regarding the circumstances of the incident and determine if missing person is a “vulnerable senior” and missing under circumstances indicating that the person is in imminent danger of serious bodily harm or death.
7. Notify Operations Unit and request the activation of a Silver Alert, if appropriate and provide the following information:
 - a. Name, age, and detailed physical description (including clothing worn) of the missing person
 - b. Location and time last seen
 - c. Description of motor vehicle, if applicable
 - d. Any type of prescribed medication missing requires, if applicable
 - e. Probable destination of the missing, if known
 - f. Probable method of transportation and route used, if known
 - g. The action the public should take if they have information regarding the missing person (e.g., call 911, etc.).
8. Direct Precinct Detective Squad member to:
 - a. Notify Missing Persons Squad
 - b. Prepare and submit a “Request for Media Attention” form to the Deputy Commissioner, Public Information along with a recent photograph, if available.

NOTE

There are no minimum time limits that must be observed before requesting the activation of a Silver Alert; however, local law requires a Silver Alert be issued within twenty-four hours of the determination that a “vulnerable senior” has been reported missing under circumstances indicating that the person is in imminent danger of serious bodily harm or death. In most cases, barring exceptional circumstances, the most prudent approach would be to activate a Silver Alert AFTER patrol/field resources have been exhausted and the preliminary search and investigation have yielded negative results. The decision to activate a Silver Alert rests solely with the Detective Zone Commanding Officer/Detective Bureau Duty Captain.

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OPERATIONS UNIT

9. Notify Communications Section and have description of missing person disseminated over each Department radio division.
10. Notify Transit Bureau Wheel (subways) and/or Traffic Management Center (buses), as appropriate, if missing may be traveling via public transportation.
11. Notify Deputy Commissioner, Public Information that a Silver Alert has been activated.
12. Notify Traffic Management Center and request a message regarding the Silver Alert be transmitted via Variable Message Signs if a vehicle description and plate number are available regarding the Silver Alert.
13. Prepare and forward Alert Data based on information received from Detective Zone Commanding Officer/Detective Bureau Duty Captain to Office of Emergency Management (OEM) Watch Command.
 - a. OEM Watch Command will draft a Public Alert and transmit the draft Public Alert to the Operations Unit for approval.
14. Review and approve Public Alert prepared by OEM Watch Command.
 - a. If a Public Alert is not approved, notify OEM Watch Command to modify alert and provide correct Alert Data.
15. Notify and forward appropriate Public Alert information to Deputy Commissioner, Public Information, as appropriate.

NOTE

Once the Operations Unit approves the Public Alert, it is the responsibility of the OEM Watch Command to transmit the Public Alert to responding Department Operations Centers, 311, and NYC.gov for informational purposes. The Watch Command will then transmit the Public Alert to the public via Short Messaging System (SMS), email, and recorded phone message.

WHEN A MISSING PERSON WHO IS THE SUBJECT OF A SILVER ALERT IS LOCATED:

UNIFORMED MEMBER OF THE SERVICE

16. Verify that person is the subject of a Silver Alert.
17. Render reasonable aid to missing person and request ambulance or doctor, if necessary, as per [P.G. 216-01, "Aided Cases – General Procedure."](#)
18. Request patrol supervisor to respond.

PATROL SUPERVISOR

19. Respond to location and verify individual is in fact the subject of a Silver Alert.
20. Notify desk officer and request appropriate Precinct Detective Squad and Missing Persons Squad be notified.
21. Notify Operations Unit and request the cancellation of the Silver Alert.

OPERATIONS UNIT

22. Notify the following that the subject of the Silver Alert has been located:
 - a. OEM Watch Command
 - b. Notify Deputy Commissioner, Public Information
 - c. Traffic Management Center, if appropriate.

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ADDITIONAL DATA

The Office of the Deputy Commissioner, Public Information is available twenty-four hours a day, seven days per week concerning cases NOT ELIGIBLE for Silver Alert or as needed by members of the service. The Office of the Deputy Commissioner, Public Information has the ability to simultaneously notify a variety of local and national media outlets in cases where the immediate assistance of or notification to the public is deemed necessary. Nothing in this procedure is meant to limit the use of the news media to broadcast information pertaining to appropriate missing persons cases that do not qualify for Silver Alert.



NYCPD



PATROL GUIDE

Section: Complaints

Procedure No: 207-32

OPERATIONAL GUIDELINES FOR PROCESSING COMPLAINTS/ARRESTS FOR GRAFFITI

DATE EFFECTIVE:

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PURPOSE

To establish guidelines for processing complaints and arrests for graffiti and possession of graffiti instruments.

DEFINITIONS

GRAFFITI OR TAGGING – The etching, painting, covering, or otherwise placing a mark upon public or private property, with the intent to damage such property, without permission to do so.

TAG – A personal signature typically made with a unique style that can be utilized to identify the graffiti vandal; a tag can be the graffiti vandal's initials, name, nickname, alias, or any word, and/or any combination of letters, numbers and symbols. A tag can be part of the graffiti, or appear adjacent to graffiti, or be graffiti by itself.

POSSESSION OF GRAFFITI INSTRUMENTS – The possession of any tool, instrument, article, substance, solution or other compound designed or commonly used to etch, paint, cover, draw upon or otherwise place a mark upon a piece of property which the subject has no permission or authority to etch, paint, cover, draw upon or otherwise mark, under the circumstances evincing an intent to use the same in order to damage such property.

SCOPE

In order to maximize the Department's enforcement efforts in combating graffiti crimes, it is essential that all graffiti related information is properly recorded and documented. It is essential to notify the Transit Bureau, Citywide Vandals Task Force immediately, whenever an arrest is effected for making graffiti, possession of graffiti instruments and/or shoplifting that involves the theft of spray paint or paint markers. Additionally, whenever a complaint or arrest report is prepared for a graffiti related incident, it is imperative that the graffiti "tag" information is entered in the "Details" caption and the "Nickname/Alias/Maiden Name" caption of the **COMPLAINT REPORT WORKSHEET (PD313-152A)** and/or **ON LINE BOOKING SYSTEM ARREST WORKSHEET (PD244-159)**. This information is crucial for the monitoring and tracking graffiti recidivists.

PROCEDURE

When processing complaints, arrests on open complaint, summary arrests for graffiti, and/or possession of graffiti instruments:

UNIFORMED MEMBER OF THE SERVICE

1. Photograph graffiti vandalism utilizing a Department issued digital camera or Department issued smartphone.
2. Query Enterprise Case Management System (ECMS) Graffiti database via the OMNIFORM Graffiti search function to ascertain if the subject has prior graffiti arrests/convictions or is the subject of an open investigation, currently being conducted by Citywide Vandals Task Force (CVTF).

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**UNIFORMED
MEMBER OF
THE SERVICE
(continued)**

3. Prepare **COMPLAINT REPORT WORKSHEET (PD313-152A)**.
 - a. List all discernible details of the tag, including size, color, description, etc., (e.g., complainant observed the graffiti tag “ABC” written in blue and yellow spray paint on a space approximately three feet by five feet on a roll-down gate at the above location).
 - b. Enter tag into the “Nickname/Alias/Maiden Name” caption of **COMPLAINT REPORT WORKSHEET** and/or **ON LINE BOOKING SYSTEM ARREST WORKSHEET (PD244-159)**.
 - c. Do not attempt to decipher an illegible tag.
 - (1) An illegible tag must be recorded as “TAG UNDER INVESTIGATION” in the “Details” caption and the “Nickname/Alias/Maiden Name” caption of the **COMPLAINT REPORT WORKSHEET** and/or **ON LINE BOOKING SYSTEM ARREST WORKSHEET**.
4. Prepare **COMPLAINT REPORT** and upload digital photograph using the “Graffiti Photo Upload” option found in the OMNIFORM Complaints menu.

IN ALL GRAFFITI ARREST SITUATIONS:

**UNIFORMED
MEMBER OF
THE SERVICE**

5. Immediately notify the Citywide Vandals Task Force and provide tag information.
 - a. Obtain Citywide Vandals Task Force log number and enter log number into “Details” caption of the **ON LINE BOOKING SYSTEM ARREST WORKSHEET**.
 - b. Notify and confer with a Citywide Vandals Task Force supervisor prior to issuing a **DESK APPEARANCE TICKET** for a graffiti-related arrest.

NOTE

Citywide Vandals Task Force must be notified for all graffiti-related arrests. This notification should be made early during the arrest processing. This will give Citywide Vandals Task Force personnel enough time to respond to the command, assist with an arrest enhancement, and conduct a debriefing, if necessary. When an investigation during arrest processing reveals that a graffiti offender has prior arrests/convictions, or is a recidivist for any graffiti-related offense, ensure the District Attorney is apprised of the subject’s prior record.

Contact the Citywide Vandals Task Force regarding any graffiti related questions, (e.g., identifying a tag, interpreting a tag’s meaning, etc.).

IN ALL GRAFFITI CASES:

**COMMAND
CLERK**

6. Input information into the OMNIFORM System.

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DESK OFFICER 7. Ensure that graffiti photographs are properly uploaded and attached to the **COMPLAINT REPORT**.

- a. Ensure any graffiti-related complaint contains a digital photograph or it will NOT be available for finalization in the OMNIFORM System.

**SPECIAL
OPERATIONS
LIEUTENANT,
PRECINCT OF
OCCURRENCE**

8. Ensure graffiti recidivists are listed in the Recidivist Tracking and Reporting Database and are updated periodically.
9. Review graffiti recidivists listed in the Recidivist Tracking and Reporting Database routinely as a means of discovering and apprehending graffiti recidivists with active warrants who reside within the precinct of occurrence.

**ADDITIONAL
DATA**

OPERATIONAL CONSIDERATIONS:

In order to further enhance prosecution, apprehension and identification of graffiti vandals, all uniformed members of the service must confer with Citywide Vandals Task Force prior to conducting any graffiti investigations, to avoid compromising any investigations that may already be underway. This may assist the Citywide Vandals Task Force in identifying and apprehending graffiti vandals that are not currently under investigation by the Citywide Vandals Task Force.

Digital photographs may be utilized by commands to demonstrate progress in correcting graffiti conditions at Community Board meetings, etc. (i.e., before and after pictures).

LEGAL CONSIDERATIONS:

Uniformed members of the service are reminded to use the appropriate subdivisions of the New York City Administrative Code 10-117, "Defacement of Property, Possession, Sale and Display of Aerosol Spray Paint Cans, Broad Tipped Markers and Etching Acid Prohibited in Certain Instances" or the New York State Penal Law in Article 145, "Criminal Mischief and Related Offenses" for graffiti-related arrests. In circumstances where a Penal Law charge or NYC Administrative Code charge are both applicable, the uniformed member will charge the appropriate NYS Penal Law offense.

Members of the service responsible for inputting and maintaining data in the "Recidivist Tracking and Reporting Database" must remove the name and any other identifying information of individuals whose underlying case was dismissed and whose record was sealed.



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Section: Complaints		Procedure No: 207-33
COMPLAINTS INVOLVING SEX CRIMES		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 4

PURPOSE	To properly investigate complaints involving a sex crime.
PROCEDURE	When a uniformed member of the service responds to a complaint of a sex crime:
DEFINITION	For purposes of this procedure, the term “sex crime” shall include those offenses enumerated in Article 130 of the New York State Penal Law, including but not limited to rape, criminal sexual act, sexual abuse and forcible touching.
UNIFORMED MEMBER OF THE SERVICE	<ol style="list-style-type: none">1. Render reasonable aid and prepare AIDED REPORT, if applicable.<ol style="list-style-type: none">a. Remove victim to hospital, if necessary.b. Encourage necessary medical attention when victim is reluctant to be removed to hospital.2. Attempt to apprehend perpetrator(s), if present.3. Establish a crime scene, if necessary.<ol style="list-style-type: none">a. Ensure any potential physical evidence (e.g., DNA, fingerprints, discharged shell casings, cell phones, computers, hairs, clothing, masks, etc.) is not contaminated, lost, altered, destroyed, etc.b. Comply with <i>P.G. 218-33, “Processing Sexual Offense Collection Kits in Sex Offense Cases,”</i> if applicable.4. Request response of patrol supervisor.5. Notify desk officer, precinct of occurrence.
PATROL SUPERVISOR	<ol style="list-style-type: none">6. Respond to location and coordinate patrol response.7. Promptly report all cases involving a sex crime to Special Victims Unit and provide preliminary details.<ol style="list-style-type: none">a. Notify desk officer, police service area (PSA)/transit district when sex crime incident occurs on housing/transit jurisdiction, as appropriate.”8. Supervise crime scene, if established, pending the arrival of Detective Bureau personnel.<ol style="list-style-type: none">a. Ensure crime scene is safeguarded.b. Ensure potential physical evidence (e.g., DNA, fingerprints, discharged shell casings, cell phones, computers, hairs, clothing, masks, etc.) is not contaminated, lost, altered, destroyed, etc.9. Have COMPLAINT REPORT WORKSHEET (PD313-152A) prepared, if Special Victim Unit is not responding.
SPECIAL VICTIMS UNIT	<ol style="list-style-type: none">10. Notify patrol supervisor, precinct of occurrence and provide investigative unit’s estimated time of arrival to incident.11. Notify desk officer, precinct of occurrence and provide investigative unit’s estimated time of arrival to incident.

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**ASSIGNED
INVESTIGATOR,
SPECIAL
VICTIMS UNIT/
UNIFORMED
MEMBER OF
THE SERVICE**

12. Provide victim of sex offense with a written notice detailing the name, address and telephone number(s) of the nearest Rape Crisis Center.
 - a. Document referral in the "Details" section of **COMPLAINT REPORT WORKSHEET**.
13. Advise victim of sexual offense(s) as defined in Article 130 and Sections 255.25, 255.26 and 255.27 of the New York State Penal Law who has relocated, or is planning to relocate, due to safety concerns that they may be eligible to participate in the New York State Address Confidentiality Program to shield their addresses.
 - a. Refer victim who wishes to participate in the New York State Address Confidentiality Program to the New York State Department of State's website for additional information.
14. Enter under "Notifications To" section on rear of **COMPLAINT REPORT WORKSHEET**:
 - a. Name of member of the service notified at Special Victims Unit, the Special Victims Squad assigned, investigator assigned and case number, if available,
 - b. Include any other investigative unit assigned, investigator assigned and case number, if applicable (e.g., IAB, Crime Scene Unit, etc.).

WHEN A WALK-IN COMPLAINT OF A SEX CRIME WITH NO PRIOR POLICE CONTACT IS RECEIVED AT A HOSPITAL:

**COMMANDING
OFFICER,
COMMUNICATIONS
SECTION**

15. Ensure all calls received at 911 involving a hospital walk-in complaint of a sex crime are referred by the 911 dispatcher directly to the Special Victims Unit.
 - a. Uniformed members assigned to patrol will not be directed to respond to the location and interview the complainant/victim.

**SPECIAL
VICTIMS UNIT**

16. Coordinate the response of Special Victims Unit investigative squad concerned.

**ASSIGNED
INVESTIGATOR,
SPECIAL
VICTIMS UNIT**

17. Respond to location, interview victim and initiate investigation.
 - a. Advise victim of sexual offense(s) as defined in Article 130 and Sections 255.25, 255.26 and 255.27 of the New York State Penal Law who has relocated, or is planning to relocate, due to safety concerns that they may be eligible to participate in the New York State Address Confidentiality Program to shield their addresses.
 - (1) Refer victim who wishes to participate in the New York State Address Confidentiality Program to the New York State Department of State's website for additional information.
18. Confer and coordinate with other members of the service at the scene.
19. Comply with all applicable Patrol Guide procedures, including [P.G. 218-33, "Processing Sexual Offense Collection Kits in Sex Offense Cases,"](#) if applicable.

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**ASSIGNED
INVESTIGATOR,
SPECIAL
VICTIMS UNIT
(continued)**

- a. Ensure any potential physical evidence (e.g., DNA, fingerprints, discharged shell casings, cell phones, computers, hairs, clothing, masks, etc.) is not contaminated, lost, altered, destroyed, etc.
20. Prepare **COMPLAINT REPORT WORKSHEET** and **AIDED REPORT**.
21. Notify desk officer, precinct of occurrence and provide details.

DESK OFFICER

22. Obtain information and notify desk officer, police service area (PSA)/transit district if sex crime incident occurred on housing/transit jurisdiction.

IF AN ARREST IS EFFECTED BY A UNIFORMED MEMBER OF THE SERVICE ON PATROL FOR ANY SEX CRIME:

**ARRESTING
OFFICER**

23. Promptly report details of arrest directly from the scene to the desk officer, precinct of occurrence, in all circumstances, to facilitate immediate notification to the Special Victims Unit.

DESK OFFICER

24. Promptly report effected arrest for any sex crime to Special Victims Unit.
 - a. Notify desk officer, police service area (PSA)/transit district when sex crime incident occurs on housing/transit jurisdiction, as appropriate.

**SPECIAL
VICTIMS UNIT**

25. Notify Special Victims Unit investigative squad concerned, provide details and coordinate response to incident.

**ASSIGNED
INVESTIGATOR**

26. Advise arresting officer, and determine if case enhancement is needed.

**ARRESTING
OFFICER**

27. Enter under "Notifications To" section on rear of **COMPLAINT REPORT WORKSHEET**:
 - a. Name of member of the service notified at Special Victims Unit, the Special Victims Squad assigned, investigator assigned and case number, if available,
 - b. Include any other investigative unit assigned, investigator assigned and case number, if applicable (e.g., IAB, Crime Scene Unit, etc.).

**ADDITIONAL
DATA**

OPERATIONAL CONSIDERATIONS

The Special Victims Unit is responsible for investigating sexual offense patterns and the tracking of all sex crimes. In addition, the Special Victims Unit will be the central repository of information and intelligence regarding complaints involving sex crimes.

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**ADDITIONAL
DATA
(continued)**

*Members of the service must contact the Special Victims Unit if assistance is required regarding the proper classification of complaints involving a sex crime. The member shall request to speak to a Special Victims Unit supervisor. The name of the Special Victims Unit member who assisted must be placed in the "Details" section of the **COMPLAINT REPORT (PD313-152)**.*

Any complaint involving sex related offenses, including secondary offenses that are sex related, requires a notification the Special Victims Unit.

Members of the service will notify the Internal Affairs Bureau Command Center immediately, for complaints involving sex crimes and the impersonation of a law enforcement officer, for notification to the Police Impersonation Investigation Unit (PIIU), as per [P.G. 207-14, "Robbery Complaints Involving Police Impersonation."](#)

The Special Victims Unit will investigate robberies committed by police impersonators, which include any sexual assault, and PIIU will assist in the investigation.

LEGAL ISSUES

Many hospital emergency rooms, as part of their Sexual Assault Treatment Protocol, will provide a sexual assault advocate for victims of sexual assault. The sexual assault advocate's role is to provide support for the sexual assault victim and is authorized to be present in a support capacity when uniformed members of the service are interacting with the sexual assault victim. The sexual assault advocate is allowed to be present at the request of the victim.

DEPARTMENT POLICY

Under no circumstances will the Department's long standing policy of "refer the complaint, not the complainant" be violated. A sex crime complainant will never be referred or directed to report to another Department unit or facility.

All members of the service will have a compassionate and non-judgmental attitude and demeanor towards all complainants of sex crimes. It is the duty of the responding member of the service to acquire the basic facts and refer those facts as appropriate, and to make no personal judgment of those facts.



PATROL GUIDE

Section: Complaints		Procedure No: 207-34
COMPLAINT FILE		
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PURPOSE

To maintain the complaint file properly.

COMMAND CLERK

1. Maintain complaint file in precinct, precinct detective squad concerned, and Criminal Records Section. The complaints will be filed chronologically by category as specified below.

NOTE

Detective squads will maintain file copies of "open" cases by patrol. They will not be required to maintain files of "closed" cases by patrol. Detective squads will file investigated cases by crime category and "open" cases will be filed in each detective's "open" case folder.

2. File **COMPLAINT INDEX REPORT** numerically in special binder in front of complaint file.
3. File finalized copy of OMNIFORM System generated **COMPLAINT REPORT (PD313-152)** numerically.

NOTE

*"Finalized" means that the name of the supervisor approving the **COMPLAINT REPORT** is printed on the copy generated from the OMNIFORM System.*

4. Attach scratch copy of **COMPLAINT REPORT WORKSHEET (PD313-152A)** to OMNIFORM System generated **COMPLAINT REPORT** in file.
5. Maintain all **WORKSHEETS** and scratch copies of **Omniform Complaint Revisions** and **COMPLAINT FOLLOW-UP INFORMATIONALS (PD313-081A)** in complaint file, attached to the corresponding **COMPLAINT REPORT**.
6. Mount typed index on cardboard showing each file number and classification and place in front of file.
7. File active and closed cases together.
 - a. Investigative units and detective squads will file active cases by investigator or detective assigned, and closed cases by classification.
8. File attempts to commit a crime under "crime attempted" and acts by juveniles under "crime classification."
9. Attach **Omniform Complaint Revision** to the corresponding **COMPLAINT REPORT**.
10. File **COMPLAINT REPORTS** affecting other commands chronologically in the rear of the file.

ADDITIONAL DATA

Commanding officers concerned will ensure that the format and content of the typed cardboard mounted complaint file index maintained in the command, is as follows:

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**ADDITIONAL
DATA**
(continued)

FELONIES
FILE NO.

COMPLAINT FILE CATEGORY

1	Murder
2	Manslaughter
3	Criminally Negligent Homicide
4	Rape and Attempted Rape
5	Robbery
6	Felonious Assault
7	Burglary
8	Grand Larceny
9	Grand Larceny - Auto
10	Criminal Possession - Stolen Property
11	Fraud
12	Forgery and Counterfeiting
13	Arson
14	Other Felony Sex Offenses
15	Controlled Substances - Felonies
16	Dangerous Weapons - Felonies
17	Driving While Intoxicated or Impaired by Drugs - Felony
18	Abandonment of a Child
19	Criminal Mischief
20	Reckless Endangerment - 1 st Degree
21	Other Felonies

MISDEMEANORS,
VIOLATIONS, AND OTHER
INVESTIGATIONS

FILE NO.

COMPLAINT FILE CATEGORY

22	Dangerous Weapons - Misdemeanor
23	Burglar's Tools
24	Criminal Possession - Stolen Property - Misdemeanor
25	Escape 3 rd Degree
26	Jostling
27	Fraudulent Accosting
28	Endangering the Welfare of a Child
29	Sexual Misconduct (Section 130.20 P.L.)
30	(Reserved)
31	Sexual Abuse - Misdemeanor
32	Controlled Substances - Misdemeanors
33	Hypodermic Instruments
34	Public Lewdness
35	Petit Larceny
36	Fraud
37	Assault - 3 rd Degree
38	Driving While Intoxicated or Impaired by Drugs
39	Vehicle and Traffic Law - Misdemeanor
40	Criminal Mischief - Misdemeanor
41	Criminal Trespass
42	Administrative Code - Misdemeanor
43	Offenses Against Families and Children

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ADDITIONAL	44	<i>Other Misdemeanors and Violations</i>
DATA	45	<i>Lost Property</i>
(continued)	46	<i>Investigations</i>
	47	<i>Missing and Unidentified Persons</i>
	48	<i>Unidentified Dead</i>
	49	<i>Reckless Endangerment 2nd Degree</i>
	50	<i>Harassment (misdemeanor and violation)</i>
	51	<i>Domestic Violence</i>

A domestic violence-related complaint will be included in this file as well as in appropriate file relating to the crime classification, e.g., file #6 - Felonious Assault.





PATROL GUIDE

Section: Complaints

Procedure No: 207-35

COMMUNICATIONS RECEIVED FROM THE MAYOR'S OFFICE

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PURPOSE

To ensure prompt response to communications received from the Mayor's Office.

PROCEDURE

When communications are received from the Mayor's Office.

OFFICE OF THE POLICE COMMISSIONER

1. Assign a tracking number.
2. Review communications received.
3. Route to the appropriate bureau/command for investigation and/or necessary action.

DEPUTY COMMISSIONER/ BUREAU COMMANDER CONCERNED

4. Route communication to command concerned upon receipt.

DESIGNATED COMMANDER

5. Following directions contained in the Police Commissioner's endorsement, take appropriate action and/or initiate complete investigation as necessary.
6. Confer with commanders of other units affected, request written report when circumstances warrant, including findings of other commanders in final report, if one is requested.
7. Coordinate efforts and ascertain that all phases of communications are thoroughly and properly investigated.
8. Complete investigation and forward final report through channels if required by Police Commissioner's endorsement.

OFFICE OF THE POLICE COMMISSIONER

9. Review final report, forwarding response to Mayor's Office as necessary.



PATROL GUIDE

Section: Complaints		Procedure No: 207-36
GRIEVANCE PROCEDURES FOR MEMBERS OF THE PUBLIC WITH DISABILITIES		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 34	PAGE: 1 of 2

PURPOSE

To process and resolve all public complaints of discrimination under Title II of the Americans with Disabilities Act (ADA).

PROCEDURE

When a member of the public states that they have been subjected to discrimination by this Department, (i.e., denial of services, programs or activities) due to their disability:

MEMBER OF THE SERVICE

1. Attempt to accommodate grievant and provide requested service.

IF GRIEVANT IS NOT SATISFIED WITH MEMBER'S ACTIONS OR IF ACTION BEYOND THE MEMBER'S CAPABILITIES IS NECESSARY TO ADDRESS THE COMPLAINT:

MEMBER OF THE SERVICE

2. Advise complainant to forward grievance in writing to:
Deputy Commissioner, Equity and Inclusion
One Police Plaza, Room 1204
New York, N.Y. 10038

NOTE

The Deputy Commissioner, Equity and Inclusion has been designated to coordinate Americans with Disabilities Act (ADA) compliance efforts for the New York City Police Department.

3. Assist in filing complaint for any person who needs a reasonable accommodation due to disability or any other reason.
 - a. Complaint must include the name and address of the person filing it, and a brief description of the alleged violation.

NOTE

A complaint must be in writing and filed within thirty days after the complainant becomes aware of the alleged violation. Processing of allegations of discrimination which occurred before this grievance procedure was in place will be considered on a case by case basis.

DESK OFFICER

4. Deliver original to desk officer.
 - a. Provide photocopy to grievant.
5. Make a Command Log entry regarding complainant and grievance.
6. Forward grievance to Deputy Commissioner, Equity and Inclusion - ADA Coordinator, via Department mail.

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AMERICANS WITH DISABILITIES ACT COORDINATOR

7. Attempt, in appropriate cases, to resolve the complaint on an informal basis with the goal of reaching a solution that is satisfactory to both the complainant and the Department.
 - a. Where necessary, conduct or supervise an investigation of the complaint.
 - b. Such resolution shall be consistent with the procedures of the Equal Employment Opportunity Division.

IF THE COMPLAINT HAS NOT BEEN RESOLVED INFORMALLY:

AMERICANS WITH DISABILITIES ACT COORDINATOR

8. Submit a confidential written report to the Police Commissioner with proposed findings as to whether Department policy or action which is the subject of the complaint is consistent with the Americans with Disabilities Act (ADA).
 - a. If the ADA Coordinator believes that the Department's policy or action is not consistent with the Act, the report shall also recommend corrective action.

POLICE COMMISSIONER

9. Review the ADA Coordinator's report and:
 - a. Determine any appropriate corrective action.
 - b. Advise ADA Coordinator regarding decision via endorsement of report.

AMERICANS WITH DISABILITIES ACT COORDINATOR

10. Institute corrective action at direction of Police Commissioner, if necessary.
11. Advise the complaining party of any action taken with respect to the grievance.
12. Maintain files and records of the Department relating to the complaints filed.

ADDITIONAL DATA

The complainant's right to a prompt and equitable resolution of the complaint filed in accordance with this grievance procedure shall not be impaired by that person's pursuit of other remedies, such as the filing of an Americans with Disabilities Act complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies available under the Americans with Disabilities Act.



PATROL GUIDE

Section: Complaints		Procedure No: 207-37
REVIEW OF REQUESTS FOR U VISA CERTIFICATIONS		
DATE EFFECTIVE: 03/16/22	LAST REVISION: I.O. 28	PAGE: 1 of 7

PURPOSE

To describe the process for reviewing requests for U visa certifications (USCIS Form I-918, Supplement B, U Nonimmigrant Status Certification).

DEFINITIONS

USCIS – United States Citizenship and Immigration Services (USCIS) is the federal component of the Department of Homeland Security (DHS) that has the sole authority to approve or deny (adjudicate) petitions for U nonimmigrant status (U visa).

APPLICANT – A victim of a qualifying crime who requests a U certification, or a person or organization who requests a U certification on behalf of a victim of a qualifying crime.

CERTIFYING OFFICIAL – Certifying officials are the only persons with authority to sign certifications for the Department. The Police Commissioner, as head of the Department, is a de facto certifying official. Under federal law, the Police Commissioner, in writing, may designate additional members of the Department, who are in a supervisory capacity, to sign certifications on behalf of the Department.

QUALIFYING CRIMINAL ACTIVITY – A qualifying criminal activity refers to the list of criminal activities that, under federal statute, are part of the criteria for U status.

U VISA CERTIFICATION – USCIS Form I-918, Supplement B, U Nonimmigrant Status Certification, a document that the Department may, at its discretion, complete free of charge for an eligible victim of a qualifying crime who is petitioning USCIS for U nonimmigrant status.

U NONIMMIGRANT STATUS (U VISA) – Temporary, four-year nonimmigrant status granted to victims of certain qualifying criminal activities, as designated by U.S. Citizenship and Immigration Services (USCIS).

PROCEDURE

Upon receipt of a U visa certification (USCIS Form I-918, Supplement B, U Nonimmigrant Status Certification):

CHIEF OF DEPARTMENT, DOMESTIC VIOLENCE UNIT

1. Review all requests for U visa certification.
2. Review all available Department records within forty-five days of receiving request, to verify and make a determination on each of the following:

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NOTE

The Department may, when possible, make additional effort to review the request within the initial forty-five day period when the request names specific circumstances, including but not limited to, whether the victim is in immigration proceedings, as indicated in Title 38, Chapter 22 of the Rules of the City of New York, titled, "Requesting Certifications for U Nonimmigrant Status (U Certifications)." These specific circumstances are not used as factors to determine whether to issue or deny a certification.

**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT
(continued)**

- a. Identity of the Victim: Determine whether the victim named in the U visa certification request is a direct or indirect victim of a crime or criminal activity that the Department investigated. According to federal regulations, investigation refers to the detection or investigation of a qualifying crime or criminal activity. The victim must possess information about the criminal activity. This information is necessary to complete Part 1 of the U visa certification
- b. Qualifying Criminal Activity: Determine whether the crime or criminal activity is a qualifying criminal activity under federal law. Include date(s) and location(s) of occurrence(s), citation for the state or federal statute implicated, and a description of the incident. This information is necessary to complete Part 3 of the U visa certification
- c. Helpfulness of the Victim: Determine whether the victim was, is, or is likely to be helpful to the Department's investigation of the qualifying criminal activity. This information is necessary to complete Part 4 of the U visa certification
- d. Family Members Culpable in Criminal Activity: Identify whether any of the victim's family members are, or are believed to be, culpable in the criminal activity that is the basis of the certification request. This information is necessary to complete Part 5 of the U visa certification.

NOTE

The certification has seven parts. Agency information (Part 2) does not require verification or determination and the statements in certification (Part 6) depend on the verifications and determinations made in the four sections described in step "2" subdivisions "a through d." Use Additional Information (Part 7) if you need additional space to answer any part of the certification. For further information, see ADDITIONAL DATA statement.

3. Maintain and update a list of U visa certification requests received by the Department in the U Visa Application Tracker. Include the following, if applicable:
 - a. Victim's full name
 - b. Date request received
 - c. Complaint number
 - d. Command where qualifying crime was reported
 - e. Applicant name (note if applicant is the victim)

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**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT
(continued)**

- f. Status of the request, and the final disposition (approved, denied, reason for denial, or referred to another agency)
- g. Date of final disposition.
4. Prepare recommendation on whether to complete the form and submit to a certifying official for review.

**DESIGNATED
CERTIFYING
OFFICIAL**

5. Review recommendations and make final decision on the U visa certification:
 - a. Approved
 - b. Denied
 - c. Deferred (Awaiting further documentation from applicant)
 - d. Referred.

APPROVED CERTIFICATIONS

**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT**

6. Notify applicant on **OFFICIAL LETTERHEAD (PD158-151)** of approval of U visa certification.
 - a. Provide instructions for retrieving certification. Additional notification via phone or other means is permissible.

DENIED CERTIFICATIONS

**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT**

7. Notify applicant on **OFFICIAL LETTERHEAD** of denial of U visa certification, include:
 - a. Basis for denial
 - b. Instructions for appealing denial.

DEFERRED CERTIFICATIONS/CERTIFICATION DETERMINATIONS LONGER THAN FORTY-FIVE DAYS

**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT**

8. Inform applicant on **OFFICIAL LETTERHEAD** that their request requires further documentation for a final determination.

REFERRED CERTIFICATIONS

**CHIEF OF
DEPARTMENT,
DOMESTIC
VIOLENCE
UNIT**

9. Notify applicant on **OFFICIAL LETTERHEAD** of referral of U visa certification and include:
 - a. Basis for referral;
 - b. The agency who has jurisdiction to certify their request.
10. Make an entry in the U Visa Application Tracker.

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NOTE

Every effort will be made to make determinations within forty-five days from when the Domestic Violence Unit received the request, and others requiring more research should be determined within ninety days. In exceptional cases, where a request requires additional time, the applicant will be notified of the circumstances and every effort will be made to resolve the delay and expedite the determination.

IF A DENIAL IS APPEALED

**DEPARTMENT
ATTORNEY,
LEGAL
BUREAU**

11. Review all written requests for appeal.
12. Review all submitted materials, as well as, all available Department records within ninety days of receiving the request for appeal, to make a determination on each of the criteria referred to in step “2” subdivisions “a through d” of this procedure.

NOTE

When the request names specific circumstances, which might include whether the victim is in immigration proceedings, as indicated in Title 38, Chapter 22 of the Rules of the City of New York, titled, “Requesting Certifications for U Nonimmigrant Status (U Certifications),” the Department may, when possible, make additional effort to review the request within the initial 90 day appeal period. These specific circumstances are not used as factors to determine whether to issue or deny a certification.

13. Maintain and update a list of appeal requests received for U visa certification in the U Visa Certification Appeals Tracker. Include at minimum, the following:
 - a. Victim’s full name
 - b. Date appeal request received
 - c. Complaint number
 - d. Command where qualifying crime occurred
 - e. Applicant name (note if applicant is the victim)
 - f. Status of the request, and the final disposition (approved, denied, reason for denial, or referred to another agency)
 - g. Date of final disposition.
14. Prepare legal opinion on whether to complete the form and submit to a certifying official for review.

**DESIGNATED
CERTIFYING
OFFICIAL,
LEGAL
BUREAU**

15. Review appeal recommendations and make final decision on the U visa certification appeals request:
 - a. Rejected and the initial denial upheld, OR
 - b. Granted and the Department will issue a U visa certification, OR
 - c. Request requires more than ninety days to review.

**DEPARTMENT
ATTORNEY,
LEGAL
BUREAU**

16. Notify applicant on **OFFICIAL LETTERHEAD** of appeal approval or denial.

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APPEALS DETERMINATIONS REQUIRING MORE THAN NINETY DAYS

- DEPARTMENT ATTORNEY, LEGAL BUREAU**
17. Send applicant a written response on **OFFICIAL LETTERHEAD** stating that the request requires more time for a complete review.
 - a. Provide a reasonable estimate of when the determination will be made.
 18. Make an entry in U Visa Certification Appeals Tracker.
 - a. Indicate date response was sent and estimated completion date.

NOTE

Every effort will be made to make final appeals determinations within ninety days from when the Legal Bureau received the request. In exceptional cases, where a request requires additional time, the applicant will be notified of the circumstances and every effort will be made to resolve the delay and expedite the determination.

ADDITIONAL DATA

The Chief of Department's Domestic Violence Unit is the Department's designated U Visa Certification Office and therefore, it is the only entity with the authority to receive and review requests for certification, including any documents related to the request. The office reviews each request and makes a determination on a case-by-case basis. Requesting a certification from the Department does not guarantee that the applicant will receive it. A completed U visa certification does not assign legal immigration status. The Department does not have authority to assign or give any immigration status.

USCIS considers certifications as primary, though not exclusive, evidence that an individual: 1) was a victim of a qualifying crime; 2) has knowledge of that crime; and 3) was, is, or is likely to be helpful in the law enforcement investigation or prosecution of the qualifying crime.

A certification is one of several eligibility requirements for a victim who is petitioning USCIS for U status. Therefore, a victim has to provide USCIS more information and provide more evidence than what the Department would need to review the certification request. For example, a victim pursuing U nonimmigrant status (U visa) will have to demonstrate to USCIS that he/she experienced substantial harm physical or mental abuse because of the qualifying criminal activity. When reviewing certifications, the Department does not require evidence of substantial harm, nor does it assess whether substantial harm occurred.

The Department's review of certifications focuses on completing the six parts of the certification (Victim Information, Agency Information, Criminal Acts, Helpfulness of the Victim, Family Members Culpable in Criminal Activity, and Certification). To determine whether the Department can complete all six parts of the form, the U Visa Certification Office must review Department records and the written request. The office may review any supplemental documentation provided by the applicant. Supplemental documents may include medical records or copies of Department records, but are not required.

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ADDITIONAL DATA

(continued)

CRITERIA FOR REVIEWING CERTIFICATION REQUESTS:

Identity of the Victim (Victim Information)

Direct or Indirect Victim: Direct victim is the individual who was the target of the criminal activity. Under federal law, certain indirect victims may apply for U nonimmigrant status (U visa), and therefore must request a U certification. Indirect victims typically are in the following categories:

- a. In the case of murder, manslaughter, incompetent or incapacitated victims (which include children under 21 years of age), indirect victims include spouses and children under 21 years of age at the time of filing
- b. If the victim of the criminal activity is under 21 years of age at the time the qualifying criminal activity occurred, indirect victims include parents and unmarried siblings under 18 years of age at the time of the qualifying criminal activity.

Possess Information: Under federal law, the victim must possess information about the criminal activity. If the victim was under 16 years of age or incompetent or incapacitated at the time the qualifying crime occurred, a parent, guardian, or “next friend” may possess the information and provide the required assistance (help) on behalf of the victim. Federal law defines “next friend” as a person who acts in the best interests of a foreign national who is under sixteen or incompetent or incapacitated. The “next friend” may appear in court on behalf of the victim, but cannot be either a party to a legal proceeding involving the victim nor a court appointed guardian. A “next friend” also does not qualify for U nonimmigrant status (U visa) or any immigration benefit simply by acting as a “next friend” for the victim.

Qualifying Criminal Activity (Criminal Acts): The criminal activity must be one of, or similar to, the listed activities on the certification form that was investigated by the Department. The criminal activity does not have to be the crime that was ultimately charged. For example, if a victim was trafficked and raped but ultimately the rape alone was charged, the Department’s Certification Office could select trafficking and rape as the qualifying criminal activities. In the case of robbery, since the crime is not listed as a qualifying criminal activity, the Certification Office would consider whether the facts and circumstances of the robbery are similar to any of the listed criminal activities such as felonious assault. If the facts and circumstances are not similar to any of the listed criminal activities, then do not select any of the listed qualifying crimes. The revised form no longer has an “Other” box for certifying agencies to select when the crime is not one of the listed criminal activities.

The Department has the discretion to provide certifications regardless of whether the perpetrator of the crime is no longer in the jurisdiction or prosecution is unlikely, provided the victim meets all criteria for the certification. For example, a victim of a felonious assault who is attacked from behind and cannot identify the perpetrator could be eligible for a certification as long as the other criteria are met.

Helpfulness: Under federal law, once the victim begins to be helpful there is an ongoing responsibility to continue to be helpful when the Department asks and may not unreasonably refuse to be helpful. While there may be specific factual circumstances

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**ADDITIONAL
DATA
(continued)**

where a victim reasonably refuses to be helpful, that determination is made on a case-by-case basis.

The Department of Homeland Security (DHS) has created a U and T Visa Law Enforcement Resource Guide that has information on U visa certifications, including frequently asked questions that is available on their website



NYCPD