



OPERATIONS ORDER

SUBJECT: **CRITERIA FOR SELECTING A LOCATION FOR INCLUSION INTO THE MULTI-AGENCY RESPONSE TO COMMUNITY HOTSPOTS (M.A.R.C.H.) OPERATION**

DATE ISSUED:

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27

1. The Multi-Agency Response to Community Hotspots (M.A.R.C.H.) Operation has been designed to direct enforcement efforts at establishments which have become a source of complaints from the community and have a negative impact on quality of life conditions in the surrounding neighborhood. A M.A.R.C.H. Operation is overseen by the Criminal Justice Coordinator's (CJC) Office and is coordinated by the New York City Police Department's Civil Enforcement Unit with assistance from the New York State Liquor Authority (SLA), the New York City Department of Buildings (DOB), the New York City Department of Environmental Protection (DEP), the New York City Fire Department (FDNY) and the Department of Health and Mental Hygiene (DOHMH).

2. In order to ensure that members of the service comply with the Department's criteria for including establishments into a M.A.R.C.H. Operation, the following procedure will be complied with:

PURPOSE To identify appropriate selection criteria to be used in designating establishments for inclusion in Multi-Agency Response to Community Hotspots (M.A.R.C.H.) Operations.

DEFINITIONS ELIGIBILITY – All commercial establishments either licensed or required to be licensed by State or City agencies, including but not limited to the SLA, are subject to inspection at any time the establishment is open to the public.

M.A.R.C.H. OPERATION – A Multi-Agency Response to Community Hotspots designed to direct enforcement efforts at specific establishments which have become a source of complaints from the community and have a negative impact on quality of life conditions in the surrounding neighborhood. A M.A.R.C.H. Operation is overseen by the Criminal Justice Coordinator's (CJC) Office and is coordinated by the New York City Police Department's Civil Enforcement Unit with assistance from the New York State Liquor Authority (SLA), the New York City Department of Buildings (DOB), the New York City Department of Environmental Protection (DEP), the New York City Fire Department (FDNY) and the Department of Health and Mental Hygiene (DOHMH).

PROCEDURE When designating establishments for inclusion in M.A.R.C.H. Operations:

SPECIAL OPERATIONS LIEUTENANT/DESIGNATED SUPERVISOR

1. Maintain an updated list of all establishments licensed by the SLA within confines of precinct based upon type of establishment. License certificates are color coded: Mixed Use (Purple), Nightclub/Cabaret (Red), Restaurant Wine (Olive), Other (Blue).
2. Designate appropriate uniformed member of the service to:
 - a. Verify that 311 or community complaints of establishments have come from multiple complainants

**SPECIAL
OPERATIONS
LIEUTENANT/
DESIGNATED
SUPERVISOR
(continued)**

- (1) Community complaints and 311 calls reporting excessive noise and other quality of life violations inside or in the immediate vicinity of a location that have a nexus to an establishment may be used to support designating an establishment for inclusion in a M.A.R.C.H. Operation
- b. Verify that incidents with a nexus to the establishment have been documented (e.g., **COMPLAINT REPORTS (PD313-152), ON LINE BOOKING SYSTEM ARREST WORKSHEETS (PD244-159)**, summonses, etc.)
 - (1) Incidents requiring police attention inside of or in the immediate vicinity of a location that have a nexus to an establishment may be used for inclusion in a M.A.R.C.H. Operation
- c. Verify that there is evidence that the establishment has failed to cooperate with members of the service
 - (1) The failure of management and employees of an establishment to cooperate with members of the service regarding matters of importance (e.g., police investigations or implementation of recommended crime prevention measures, etc.), when combined with other complaints or incidents, may be used to support designating an establishment for inclusion in a M.A.R.C.H. Operation.
3. Notify the community affairs officer when an establishment has been identified for potential inclusion in a M.A.R.C.H. Operation and provide an updated list.

**COMMUNITY
AFFAIRS
OFFICER**

4. Review 311 reports weekly, giving special attention to nightlife hotspots, chronic locations, incidents and establishments.
5. Confer with the crime prevention officer and field intelligence officer regarding recorded activity in and around the identified M.A.R.C.H. Operation location.
6. Confer with PSA/Precinct Community Council and Community Board presidents to identify any undocumented complaints from the community.
7. Visit the establishment within five working days.
8. Gather information relative to the investigation/operation by utilizing contacts and standing relationships with community members.
 - a. DO NOT alert person(s) affiliated with the establishment, its patrons or community members of the ongoing investigation/operation.
9. Confer with the crime prevention officer and field intelligence officer upon gathering information and ensure that the special operations lieutenant/designated supervisor is apprised of the findings.
10. Document actions taken in steps “4” through “9” as appropriate or directed by Community Affairs Bureau.

**PRECINCT
DETECTIVE
SQUAD
COMMANDER**

11. Report establishment's lack of cooperation with members of the service regarding prior criminal incidents to the commanding officer/designated supervisor, when applicable.

**CRIME
PREVENTION
OFFICER**

12. Review list of establishments and routinely visit establishments located within precinct.
13. Ensure establishments are familiar with crime prevention strategies and receive related crime prevention written materials.
14. Report to special operations lieutenant/designated supervisor all lack of cooperation in implementation of crime prevention strategies.
15. Share any significant findings with the special operations lieutenant/designated supervisor, field intelligence officer and community affairs officer.

**FIELD
INTELLIGENCE
OFFICER**

16. Compile all information and data received from the special operations lieutenant/designated supervisor, crime prevention officer and community affairs officer and deliver forms, reports and/or findings to the commanding officer.

**COMMANDING
OFFICER**

17. Review all information received and render a decision as to whether an establishment should be included in a M.A.R.C.H. Operation.

**ADDITIONAL
DATA**

OPERATIONAL CONSIDERATIONS

Only verified community complaints or 311/911 calls relating to noise, underage drinking, quality of life violations, drug sales or other violations should be considered when including an establishment in a M.A.R.C.H. Operation.

Complaints of grand larceny, petit larceny or identity theft within the establishment, provided that the establishment otherwise cooperates with the Department and plays no active role in the crime, will not be used as a basis for inclusion in M.A.R.C.H. Operations. These crimes are generally not the fault of the establishment and therefore, without more, the establishment should not be targeted because of these incidents.

An establishment's lack of cooperation with members of the service regarding incidents and other matters of importance to the Department, or unwillingness to implement recommended crime prevention measures or assist the Department in combating crime or other concerns, would also merit inclusion in a M.A.R.C.H. Operation.

It is important to strike a balance between the quality of life in a neighborhood and the successful operation of local businesses and establishments. To prevent undeserving establishments from being targeted, property crimes beyond the reasonable control of the establishment or other crimes, if security and other staff acted properly and assisted with police investigations, will not be used as the sole criteria for inclusion in a M.A.R.C.H. Operation.

**ADDITIONAL
DATA
(continued)**

Requests for assistance to a specific City agency by a command should be made through channels to the M.A.R.C.H. Coordinator, Civil Enforcement Unit, Legal Bureau, and not directly to the City agency concerned.

**FORMS AND
REPORTS**

**COMPLAINT REPORT (PD313-152)
ON LINE BOOKING SYSTEM ARREST WORKSHEET (PD244-159)**

3. Any questions regarding M.A.R.C.H. Operations should be directed to the M.A.R.C.H. Coordinator, Civil Enforcement Unit, Legal Bureau at (917) 454-1100.

4. Commanding officers will ensure that the contents of this Order are brought to the attention of the members of their commands.

BY DIRECTION OF THE POLICE COMMISSIONER

**DISTRIBUTION
All Commands**