

GREENE COUNTY CLOSEST CAR DOCTRINE

HANDLING POLICE CALLS

The procedure for handling police calls of an emergency nature is as follows:

- A. Ascertain enough pertinent information from the caller to be able to correctly dispatch the call.
- B. Obtain and verify the address/location of the emergency. *You cannot send help if you do not know the location.* Do not depend on the ALI/ANI screen.
- C. Obtain and verify telephone numbers for the caller.
- D. Obtain and verify telephone number to location of incident **(if applicable)**
- E. Determine the complaint or what is exactly happening. Ask any questions that may be pertinent to the situation.
- F. Dispatch the appropriate Law Enforcement Agency.
- G. For record-keeping purposes, you will then enter the incident in the CAD system, indicating the Department assigned.
(See protocol 21 CAD entries for Law Enforcement)
- H. Additional questions to be asked, but are not limited to:
 - How did it occur?
 - Who is involved?
 - Where are they now?
 - Are there any weapons?
 - What kind of weapons?
 - Can you describe the perpetrator(s)/suspects?
(race, sex, age, height, weight, build, hair, complexion, clothing, distinguishing characteristics)?
 - Are there any vehicles involved?
 - Can you describe the vehicle (color, year, make, body style, license plate number, additional information)?
 - What is the vehicle's direction of travel?
- I. The answer to the above questions should be documented in the CAD in a narrative form.
- J. If need be, place the caller on hold and poll for the police unit closest to the location of the incident.
- K. For record-keeping purposes, you will then enter the incident into the CAD system, indicating the patrol unit assigned.

ALL PERTINENT INFORMATION MUST BE RELAYED TO THE RESPONDING UNIT(S)!

Closest Police Car Procedure

REV 8/29/12

1. The purpose of the closest police car procedure is to provide an expeditious response by the closest police unit available for an emergency call, and to ensure that any police agency wanting to participate in the closest car method of assigning 911 emergency calls has the opportunity to do so.
2. Every police agency wanting to receive 911 emergency calls must have their patrol vehicles equipped with radios capable of operating on the assigned 911 radio frequencies.
3. **The 911 polling radio announcement:**

“Greene 911 to patrols covering post 63_, (Town/Village) of _____
(location)_____, for a (type of incident) _____,
call in by location.

 - a. The agency assigned to the call will handle the call and conduct all investigations regardless of whether or not another agency may have arrived on the scene first. This does not preclude the assigned agency from requesting assistance in that investigation, or the non-assigned agency from making the scene safe for the public.

If the 911 dispatcher deems it necessary to remain on the line with the caller until an officer arrives on the scene they may do so.
 - b. Any other unit that chooses to respond will do so as “back-up” to the assigned unit.
4. If no unit responds, the 911 Dispatcher will make contact with the Sheriff’s Office Sergeant or M.I.C. on duty and ask directions of what to do with the pending call.

➤ **All this information WILL be entered in the CAD report.**
 - a. Greene County 911 will perform (2) two radio polls for every 911 law enforcement call. This will give every available law enforcement unit a chance to answer and will fairly distribute 911 calls.
 - b. Greene County 911 Dispatchers will acknowledge the units that answer the poll. Cars that are obviously not the closest shall not answer the poll. Police units are to answer polls via radio, not by telephone, unless absolutely necessary.
5. The responding units will notify Greene 911 dispatch when they arrive on the scene (as well as their own agency). The normal radio traffic involved in working the call will go through Greene 911 (as well as their own agency). The units will then advise Greene County 911 when they are back in service.

Closest Police Car Procedure (Cont.)

6. If an agency, while on routine patrol, comes upon the scene of an incident before it has been polled, they shall notify the 911 Operations Center thereby alleviating the need for a poll in the event it is an emergency.
7. All Police calls on the NYS Thruway (I-87) will be automatically be directed to the Thruway headquarters.

Calls in the Village of Catskill & Village of Coxsackie:

The Village of Catskill receives all of their landline 911 calls. If, for some reason, a 911 emergency police call comes into the Greene 911 Operations Center from a landline, it will be turned over to the Village of Catskill Police Department.

When a cell 911 emergency police call comes into the Greene 911 Operations Center it will be turned over to the Village of Catskill Police Dept.

All 911 emergency police calls for the Village of Coxsackie that come into Greene 911 will be polled out as normal operating procedures and protocols dictate. When the Village of Coxsackie Police patrols answer up as well as the Greene County Sheriff's Office and New York State Police Dispatchers will assign the call directly to the Village of Coxsackie Police Department.

If additional units are need to assist the Village of Coxsackie police unit assigned the next closest unit either from the Sheriff's Office or the NYSP will be assigned.

If there is no response from the Village of Coxsackie Police Department the call is to be given to the closest Sheriff's patrol or State Police patrol.

L. Water Emergencies:

- a. See Protocol 40 (Revised 6/21/17).
- b. The Coast Guard will also be contacted to respond to emergency calls on the Hudson River.
- c. The first boat on the scene will be in charge of the incident.

M. Request for Police to assist:

If a Fire, EMS or DES (Department of Emergency Services) unit requests a police agency to a call Greene 911 Dispatchers will perform a 911 poll for the closest unit to assist a Fire, EMS or DES (Department of Emergency Services) unit.

Greene County 911

Protocols for Greene 911	Dispatching Law Enforcement Calls
Rev 10/1/2020	Protocol 4

Standardized dispatch is especially useful during emergencies, large scale operations and when the communications workload is heavy. Proper dispatching will expedite communications and facilitate the reduction of confusion and frustration.

POLICE CALLS/911 POLICE EMERGENCIES:

This section is for all police calls or 911 emergencies that require a Law Enforcement unit dispatched

When Dispatchers receives notification of an impending dispatch, follow these steps to reduce the confusion in the 911 Center and out in the field.

- a. All incidents reported via 911 will be conducted from start to finish on the 911 Polling frequency. All other incidents, will be conducted in their entirety on Law Response.
- b. Always state your identifier first, and then the identifier of the unit you are calling.
“By following this sequence you will immediately have their attention”

Polling 911 calls (i.e. Greene 911 to 3F41)

Non 911 calls (i.e. Greene to Car 23)

- c. Always echo (repeat) information and the status reports in order to confirm or clarify.
911 calls---(i.e. “Greene 911 3F41 is on the scene”)
Non 911 calls---(i.e. Greene Car 23 is on the scene)

(Reply :)

911 calls---(3F41 is on the scene at 1430)

Non-911 calls---(Car 23 is on the scene at 1430)

- c. **Maintain brevity and keep all information short, and in logical sequence.**
- d. Always pronounce “0” as zero and “O” as Oh.

Radio Operations for 911 Polling:

- a. 911 RADIO ANNOUNCEMENT (All County Law Departments)

Greene 911 to patrols covering post: 63_, (Town/Village) of _____,

(Location) _____, for a (type of incident) _____, call in by location.

Once again SHORT AND TO THE POINT. Details are not necessary or favorable at this point. (THIS GOES FOR FIRE, EMS & LAW calls)

- a. A 911 poll will be done twice to ensure that all units in the field have a chance to answer with their location.

Village of Catskill & Village of Coxsackie:

The Village of Catskill receives all of their landline 911 calls. If, for some reason, a 911 emergency police call comes into the Greene 911 Operations Center, it will be turned over to the Village of Catskill Police Department.

If a cell 911 emergency police call comes into the Greene 911 operations center it will be turned over to the Village of Catskill Police Dept.

All 911 emergency police calls for the Village of Coxsackie that come into Greene 911 will be polled out as normal operating procedures and protocols dictate. When the Village of Coxsackie Police patrols answer up as well as the Greene County Sheriff's Office and New York State Police Dispatchers will assign the call directly to the Village of Coxsackie Police Department.

If additional units are need to assist the Village of Coxsackie police unit assigned the next closest unit either from the Sheriff's Office or the NYSP will be assigned.

If there is no response from the Village of Coxsackie Police Department within three (3) minutes of the initial dispatch, the call is to be given to the closest Sheriff's patrol or State Police patrol.

Radio Operations for Non 911 calls:

- 1. RADIO ANNOUNCEMENT Non 911 calls (All County Law Departments)

"Greene to" (follow format below)

Agency Name----- "Car 19"

House/Street Number----- "11810"

Street name-----"Route 9w"

Business name (if available)-----"Family Dollar of Coxsackie"

Nature of call----for an attempted burglary to a business.

Example: Greene to Car 19 patrol to 11810 Route 9W Family Dollar of Coxsackie for an attempted burglary to a business. .

Once again SHORT AND TO THE POINT. Details are not necessary or favorable at this point. (THIS GOES FOR FIRE, EMS & LAW calls)

- a. When assigning a call alert the unit in advanced: "Greene to Car 13 prepare to copy (complaint, telephone number, etc.). This will allow the Deputy, Trooper or Police Officer to stop the vehicle at which time the Deputy, Trooper or Police Officer will transmit: Car 13 to Greene go ahead.

- b.** Greene to Car 23". The unit will respond Car 23 is on Greene or simply Car 23.
- c.** To call the dispatch center or another unit a unit will state Car 23 to Greene, or Car 1 to Car 13.
- d.** Greene 911 Dispatchers not ready to accept radio traffic shall transmit the term "STAND-BY."
When a Dispatcher is prepared to acknowledge the radio traffic, the Dispatcher will state Car 23, go ahead with your transmission.
- e.** All calls for service are to be assigned by radio.
 - Use telephone communications only when necessary to reduce airtime or to keep a transmission confidential.
 - If officers safety is in question, if a crime is in progress or violent in nature, all information will be given over the radio. The only exception is if the radio transmission itself will jeopardize the safety of those involved.

If the complaint is long or complicated, dispatch the initial complaint by type and location by radio and follow up with a request for a telephone call if the unit is equipped with a cell phone. (Example: Greene to Car 13, patrol to 1234 Cauterskill Rd Catskill investigation a burglary overnight at BBQ Barn. Call for additional details.)