

CHAPTER 9: COMMUNICATIONS AND RECORDS

CONTENTS

- 1.0 RECORDS GENERALLY**
 - 1.1 Policy
 - 1.2 Purpose for Maintaining Records
 - 1.3 Discriminate Collection and Use of Information
 - 1.4 Records Repositories
 - 1.5 Maintaining Security of Department Records

- 2.0 DISSEMINATION OF DEPARTMENT RECORDS**
 - 2.1 Policy
 - 2.2 Records That are to be Made Available for Public Inspection Generally
 - 2.3 Certain Department Records to be Disclosed
 - 2.4 Restricted Access to Certain Department Records
 - A. Records Involving Juvenile
 - B. Records Pertaining to the Active Investigation of Crimes
 - C. Where the City May be a Party
 - D. Criminal History Record Information
 - E. D.M.V. Information
 - 2.5 Disclosing Criminal Records
 - A. Criminal Records
 - B. Who May View Criminal Records
 - C. Photocopying Criminal History Printouts is Forbidden
 - D. Who May Obtain Record Checks but Not View Criminal Records
 - E. Mug Shots
 - F. Commanding Officer of City Court Booking
 - 2.6 City Court Booking Unit - Clearing House Function
 - 2.7 Hours When Records are Available to the Public
 - 2.8 Fees for Records
 - 2.9 Records Access Officer
 - A. Designation
 - B. Powers and Duties
 - 2.10 Denial of Access to Records and Appeal to the Corporation Counsel
 - 2.11 Availability of Records to Department Personnel
 - 2.12 Sealing Orders

- 3.0 STORAGE AND DISPOSAL OF DEPARTMENT RECORDS**
 - 3.1 Policy
 - 3.2 Definitions
 - A. City Records Disposition Officer
 - B. Custodian of Records
 - C. Department Contact Person
 - 3.3 Disposal of Records Generally
 - 3.4 Retention Periods

- 3.5 Procedure for Disposal of Records
- 3.6 Procedure for Storage and Retention of Records

4.0 MAINTAINING RECORDS OF POLICE RELATED INCIDENTS

- 4.1 Policy
- 4.2 Incident Numbering
- 4.3 Report Numbering
- 4.4 Police Related Incidents
 - A. Calls for Service
 - B. Complaints
 - C. Any other Police Related Incident
 - D. Traffic Tags and Summonses not Included
- 4.5 Responsibility
- 4.6 District Complaint File

5.0 POLICE REPORTS

- 5.1 Policy
- 5.2 Preparing Police Reports
- 5.3 Completed Staff Work
- 5.4 Preparing Reports for Incidents Outside the Command
- 5.5 Distribution of Reports
- 5.6 Storage and Disposal of Police Reports
- 5.7 Uniform Crime Reporting

6.0 VERBAL AND WRITTEN COMMUNICATION

- 6.1 Policy
- 6.2 Chain of Command
- 6.3 Official and Unofficial Communications
 - A. Official Communication
 - B. Unofficial Communication
- 6.4 Circumventing the Chain of Command - Extenuating Circumstances
- 6.5 Basic Requirements of Verbal Communication
- 6.6 Written Communication and Correspondence
 - A. Language
 - B. Use of Personal Names
 - C. Signature
 - D. Official Letterhead
 - E. Twenty-four (24) Hour Military Time Clock
 - F. File Copies
- 6.7 Preparing Intra-Departmental Correspondence (P-73)
- 6.8 Preparing Reports - Desk Personnel Responsibility
- 6.9 Responsibilities of Intermediate Members of the Chain of Command
- 6.10 Correspondence to Government Agencies and Businesses
- 6.11 Correspondence Sent in Response to Complaints
- 6.12 Forwarding Daily Business
- 6.13 Assembling the Daily Business

6.14 Handling the Daily Business

7.0 USING DEPARTMENT TELEPHONES

- 7.1 Policy
- 7.2 The Department's 911 System
- 7.3 Proper Use of Department Telephones
- 7.4 Voice Mail and Answering Machines
- 7.5 Long Distance Telephone Calls
- 7.6 Permission to use Department Telephones
- 7.7 Duties of Personnel Assigned to City Court Booking

8.0 COMPUTERIZED INFORMATION SYSTEMS

- 8.1 Policy
- 8.2 Computerized Information Systems
 - A. Buffalo Police Department Systems
 - 1. Computer Aided Dispatch (CAD)
 - 2. Records Management System (CHARMS)
 - 3. Lotus Notes
 - B. Non-Departmental Computer Information Systems
 - 1. The Empire System
 - 2. NYSPIN
 - 3. NCIC
 - 4. NLETS
- 8.3 Mobile Computer Terminals (MCT'S)
- 8.4 Management Information Section (MIS)
- 8.5 Responsibility for Operating NYSPIN
- 8.6 Use and Dissemination Agreements
- 8.7 Use of Social Media

9.0 RADIO COMMUNICATIONS

- 9.1 Policy
- 9.2 FCC Authorization
- 9.3 Instructions from Radio Dispatcher
- 9.4 Duties of Radio Dispatchers
- 9.5 Radio Dispatcher's Guide
- 9.6 Assigned Radio Call Numbers
- 9.7 Radio Channels
- 9.8 Nature of Broadcasts
- 9.9 Types of Broadcasts
- 9.10 Direct Broadcasts
 - A. Direct Broadcasts
- 9.11 Simulcasts
- 9.12 Prioritizing Calls for Service
- 9.13 Responsibility of Radio Units
- 9.14 Operating the Mobile Unit Police Radio
 - A. Transmitting Messages

- B. Calling the Radio Dispatcher
- C. Calling Another Unit
- 9.15 The Identity and Location of 911 Caller Not to be Revealed
- 9.16 Missed Runs
 - A. Responsibility of Superior Officers Generally
 - B. Specific Responsibility of Superior Officers
 - C. Responsibility of 911
- 9.17 Portable Radios
 - A. Issuance of Portable Radios
 - B. Portable Radio - Call Numbers
 - C. Radio Contact
 - D. Responsibility of Commanding Officers

10.0 CRIME ANALYSIS

- 10.1 Policy
- 10.2 Source of Criminal Information
- 10.3 Crime Analysis Unit
- 10.4 Factors Used in Crime Analysis

11.0 BUSINESS FILES

- 11.1 Policy
- 11.2 District Responsibility
- 11.3 Methods for Updating the Business Files

1.0 RECORDS GENERALLY

1.1 POLICY

It is the policy of the Buffalo Police Department to continuously enhance its ability to render effective law enforcement services to the public by keeping complete and accurate records. Such records shall be kept secure and access to them will be closely regulated by the Department. The collection, maintenance and security of all such records will be in compliance with federal, state and local law.

1.2 PURPOSE FOR MAINTAINING RECORDS

The purpose of the Department in maintaining complete and accurate records can be described as follows:

- A. To enable the Department to assess where and when there is the greatest need for law enforcement services and to deploy resources accordingly;
- B. To determine the Department's effectiveness in dealing with particular law enforcement issues;
- C. To provide investigative assistance;
- D. To accurately inform the public of pertinent law enforcement issues;
- E. To comply with federal, state and local laws requiring the recording of certain information.

1.3 DISCRIMINATE COLLECTION AND USE OF INFORMATION

The Buffalo Police Department, as a law enforcement agency, is in a position to collect and maintain a wide variety of information. If collected indiscriminately, the sheer volume of information could prove counter-productive by overtaxing the Department's ability to handle it appropriately. Only information that appreciably enhances the Department's ability to provide effective law enforcement services should be collected. Factors to be considered include:

- A. Federal, state and local statutes requiring the collection of the information;
- B. How often the information is used and by whom it is used;
- C. The relative importance of the information in enabling the Department to perform its functions;
- D. Whether the effort expended in collecting and handling the information justifies the benefits that accrue;
- E. The availability of the information from sources outside the Department;

- F. The existence of files with similar information that are being maintained elsewhere in the Department;

1.4 RECORDS REPOSITORIES

- A. The City Court Booking Unit will be responsible for retaining all offense reports, City Court Booking, traffic accidents reports, incident reports (e.g. aided case reports, etc.) and all other records as specified by the Inspector in command of the Division of Administration and Communication.
- B. Records of traffic summonses and traffic tags will be kept in the Traffic Records Office;
- C. Arrest records and criminal history data for each person arrested by the Buffalo Police Department will be retained in the City Court Booking unit;
- D. Reports concerning evidence and property will be retained in the Property Office;
- E. Reports concerning Department finances will be retained in the Office of Administrative Services;
- F. All other reports and records shall be retained as specified by the Commissioner.

1.5 MAINTAINING SECURITY OF DEPARTMENT RECORDS

- A. All Commanding Officers will take appropriate steps to insure that Department records are secure from scrutiny by unauthorized personnel. Locking devices on files or office doors shall be used whenever necessary.
- B. Those areas in which records are retained in units serving as record repositories as specified in 9/1.12 above shall be accessible only to persons specifically assigned to those units. Other personnel may be admitted but only with the permission of an employee assigned to that unit.
- C. The Management Information Section shall install sufficient safeguards to insure that records accessible by computer are made available only to authorized personnel.

2.0 DISSEMINATION OF DEPARTMENT RECORDS

2.1 POLICY

The Common Council of the City of Buffalo has deemed that "government is the public's business and the public, individually and collectively, should have access to the records of government as freely as possible," (refer to City Charter Chapter 361, Article II, section 361-12 B). It is the policy of the Buffalo Police Department to comply with the Common Council's mandate to the extent that law enforcement operations are not unnecessarily impeded.

2.2 RECORDS THAT ARE TO BE MADE AVAILABLE FOR PUBLIC INSPECTION
GENERALLY

The Department shall make available for public inspection and copying all records except records or portions thereof which:

- A. Are specifically exempted from disclosure by state or federal statute;
- B. If disclosed, would constitute an unwarranted invasion of personal privacy;
 - 1. For purposes of this section an unwarranted invasion of personal privacy includes but is not limited to:
 - a. Disclosure of employment, medical or credit histories or personal references of applicants for employment;
 - b. The sale or release of lists of names and addresses if such lists would be used for commercial or fundraising purposes;
 - c. Disclosure of information of a personal nature when disclosure would result in economic or personal hardship to the subject party and such information is not relevant to the work of the agency requesting or maintaining it;
 - d. Disclosure of information of a personal nature reported in confidence to an agency and not relevant to the ordinary work of such agency;
 - e. Disclosure of items involving medical or personal records of a client or patient in a medical facility;
 - 2. Disclosure shall not be construed to be an unwarranted invasion of privacy if:
 - a. the identifying details are deleted;
 - b. the person to whom the record pertains consents in writing to disclosure;
 - c. upon presenting reasonable proof of identity, the person is seeking access to records that pertain to himself;
- C. If disclosed, would impair present or imminent contract awards or collective bargaining negotiations;
- D. Are compiled for law enforcement purposes and which, if disclosed, would:
 - 1. Interfere with law enforcement investigations or judicial proceedings;
 - 2. Deprive a person of a right to a fair trial or impartial adjudication;
 - 3. Identify a confidential source or disclose confidential information relating to a criminal investigation;
 - 4. Reveal criminal investigative techniques or procedures, except routine techniques and procedures;
- E. If disclosed, would endanger the life or safety of any person;

F. Are interagency or intra-agency materials which are not:

1. Statistical or factual tabulations of data;
2. Instructions to staff that affect the public; or
3. Final agency policy determinations;

2.3 CERTAIN DEPARTMENT RECORDS TO BE DISCLOSED

A. The Common Council has determined that upon payment of the required fee a diligent search shall be made of Police Department records and that the following records shall be disclosed, (Refer to City Ordinances, Chapter 361, Article V, section 361-22):

1. If a motor vehicle has been stolen, recovered or involved in a crime;
2. The owner or owners of a motor vehicle or other pertinent information to that owner or owners;
3. If motor vehicle license plates have been lost, stolen or recovered;
4. Copies of motor vehicle accident reports.

2.4 RESTRICTED ACCESS TO CERTAIN DEPARTMENT RECORDS

Certain Department records are permitted only restricted access and shall not be disclosed to the public or shall be disclosed only with prior approval of higher authority or with approval of the District Attorney or Corporation Counsel.

A. Records Involving Juveniles

1. Employees of the Department shall not reveal to the public any information that tends to reveal the identity of a person designated as a "juvenile delinquent," "neglected" or "abused child," " a person in need of supervision", a juvenile victim of a sexual offense, or a "youthful offender" as that terms is defined in section 720 of the Criminal Procedure Law.
 - a. The identity of "juvenile offenders" as that term is defined in Article 10, section 18 of the NYS Penal Law is not confidential.
2. Juvenile records are to be kept separate from other Department records. The Juvenile Unit will be responsible for the collection, dissemination and retention of juvenile records as required by applicable statutes.
3. Original reports shall include the name of any juvenile who may be involved either as a witness, victim, suspect, complainant or perpetrator, however, copies of reports containing the names of juveniles shall be redacted (i.e. the juvenile's name and other identifying data shall be removed) prior to release.
 - a. Juvenile records are not open for public inspection and may only be released pursuant to a written court order.
4. Fingerprints and mug shots - Refer to M.O.P. Chapter 3.

B. Records Pertaining to the Active Investigation of Crimes

All records, including confessions or admissions, pertaining to any criminal case under active investigation or awaiting court action shall not be disclosed to any

attorney or any other person without first obtaining the permission of the District Attorney's Office.

C. Where the City May Be a Party

All requests for records pertaining to cases in which the City may be named as a party in a civil law suit shall be referred to the Corporation Counsel's Office.

D. Criminal History Record Information

Criminal history record information accessed through the Erie County Department of Central Police Services, the NY State Police or the National Crime Information Center shall only be disclosed when such disclosure is permitted by the dissemination agreements in effect between the Department and these agencies. Under no circumstances shall any employee of the Department disseminate any criminal history record information to any person not authorized to receive such information (refer to M.O.P. Chapter 9). Generally the dissemination agreements allow disclosure:

1. only to qualified criminal justice agencies; and,
2. then only on a strictly "right to know;" and,
3. a "need to know" basis; and,
4. the information must serve a valid criminal justice purpose.

E. D.M.V. Information

Any employee of the Department requesting any computerized D.M.V. data from the Buffalo Police Department must have a "right to know" and a "need to know" for requesting and receiving this information. Under no circumstances will personnel of the Buffalo Police Department release this information to an unauthorized person.

2.5 DISCLOSING CRIMINAL RECORDS

A. Criminal Records

For purposes of this section, criminal records include, but are not limited to:

1. arrest reports
2. court commitments and releases
3. prisoner property records
4. photographs
5. fingerprints
6. NYSIS and FBI reports
7. disposition data

B. Who May View Criminal Records

The New York State Division of Criminal Justice Services has established guidelines for disseminating criminal records. Criminal records shall be revealed only to those persons or agencies, and under those circumstances, that have been authorized by DCJS. Generally, criminal records may be viewed by:

1. Police Departments having general responsibility for the enforcement of criminal law;
2. agencies responsible for conducting criminal investigations;
3. courts that have criminal jurisdiction;
4. correction departments, parole commissions and probation departments.

C. Photocopying Criminal History Printouts is Forbidden

Criminal history printouts shall not be photocopied. They are for the exclusive use of Buffalo Police Department personnel except that in the case of an arrest, one copy shall be forwarded to the arraigning court in the prisoner's court file.

D. Who May Obtain Record Checks But Not View Criminal Records

1. A military branch of the United States Government or the State of New York may be provided a criminal records check if the subject of the request has forwarded a signed and notarized statement authorizing the disclosure of such information.
2. Private citizens may request a record check on themselves. The person making such a request shall explain the reason therefore on the form that (s)he is required to prepare by the City Court Booking Unit. The person must also display proper identification.
3. The Civil Service Administration may, with a signed release, obtain a record check of a potential City of Buffalo employee.
4. Requests for record checks shall result in the search of local arrest records only.

E. Mug Shots

1. Mug shots may be used for investigative purposes or for court presentation by law enforcement or criminal justice agency officials.
2. Mug shots may not be used for unofficial purposes.
3. Only the Commissioner, the Deputy Commissioners, the Chiefs, the Public Communications Officer, or a Department employee acting at their direction may release a mug shot to the media (refer M.O.P. Chapter 14).

F. Commanding Officer of City Court Booking

All questions concerning the propriety of releasing criminal record information shall be referred to the Commanding Officer of City Court Booking. Also the CHRI Section of the Department of Criminal Justice Services can be contacted by calling 518-457-6077.

2.6 CITY COURT BOOKING - CLEARING HOUSE FUNCTION

City Court Booking shall be the clearing house for all record requests. All requests for records shall be referred to that unit. If the record requested is not stored at City Court Booking and is of a type that must be disclosed, City Court Booking shall refer the person making the request to the appropriate records repository. If the record is one which need not be disclosed the person making the request shall be so informed by City Court Booking personnel. Refer to M.O.P. Chapter 9.

2.7 HOURS WHEN RECORDS ARE AVAILABLE TO THE PUBLIC

Records shall be maintained and made available for public inspection Monday – Friday between the hours of 7:00 a.m. and 5:00 p.m.

2.8 FEES FOR RECORDS

A. The Department shall charge the following fees for producing records:

- | | |
|-------------------------------|------------------------------------|
| 1. Accident and crime reports | 25 cents per page or per photocopy |
| 2. Criminal Records | 10 Dollars |

B. Exemptions from fees for records specified in M.O.P. Chapter 9 shall be as follows:

1. A fee shall not be charged to any law enforcement agency or authority;
2. The following shall be entitled to a search, report and copies without payment of fees:
 - a. American Red Cross
 - b. Big Brother/Big Sister
 - c. Catholic Charities of Buffalo
 - d. Children's Aid and the Society for the Prevention of Cruelty to Children
 - e. Civil Air Patrol
 - f. International Institute
 - g. Jewish Federation for Social Service
 - h. Joint Charities and Community Fund
 - i. Salvation Army
 - j. In-Home Support Services Corporation of Western New York
 - k. Part-time employees of the Lighted School House Program shall not be charged a fee for a police records search in connection with their initial application for employment.
 - l. Compeer - United Way
 - m. U.S. Military Organizations
 - n. Sheriffs Department
 - o. Outside governmental agencies

2.9 RECORDS ACCESS OFFICER

A. Designation

The Department shall designate one employee to act as a records access officer for the purpose of complying with Chapter 361, Article II of the City Ordinances. Generally, the Commanding Officer of the City Court Booking unit shall be designated as the records access officer.

B. Powers and Duties

1. The records access officer shall prepare and keep current a reasonably detailed list of records by subject matter. This list shall be updated not less than every

six (6) months, and the date of the most recent updating shall appear on the first page. (S)he shall make such list available for inspection and copying in City Court Booking.

2. The records access officer shall also ensure that:
 - a. the person making the request is assisted in identifying the requested records;
 - b. a search for identifiable records is conducted;
 - c. upon locating the requested records;
 - i. a determination is made whether the record may be accessed under the law and if so, the record is produced;
 - ii. any material not available by law or regulation is deleted and the remainder of the record is promptly produced;
 - iii. the person making the request is denied access to any records to which (s)he is not entitled;
 - d. Upon request for copies of records:
 - i. the cost is calculated and the person making the request is advised of the total cost and copies are produced upon payment or offer to pay any fees;
 - ii. pen, paper and similar materials are made available to copy records;
 - e. Upon request, have the accuracy and completeness of the copy certified;
 - f. Upon failure to locate records, have certified in writing that:
 - 1) the agency is not the legal custodian of such records;
 - 2) the agency is the legal custodian of such records but the records cannot be found;
 - 3) the records do not exist;
3. Unless otherwise specified the records access officer shall ensure that a response to a request for records is produced within five (5) working days.
 - a. The Records Access Officer may take longer than 5 working days if:
 - i. The requested records require examination and evaluation by personnel having the necessary competence and discretion to determine if the records are exempt from disclosure under the Freedom of Information Act or other statute;
 - ii. The requested records involve the responsibility of another agency whose assistance is being sought in processing the request;
 - iii. The requested records exist but are presently in use by another party;
 - iv. The requested records have not been located in the course of a routine search and additional efforts are being made to locate them;
 - v. The request requires the accumulation of a substantial number of specified records and such accumulation will take longer

than five days;

vi. The requested records are stored at locations other than the office in receipt of the request and more than five days will be required to obtain them.

b. If for any of the above reasons the records cannot be produced within five days, the record access officer shall ensure that receipt of the request is acknowledged within five days and such acknowledgment shall include a brief explanation of the reason for the delay.

2.10 DENIAL OF ACCESS TO RECORDS AND APPEAL TO CORPORATION COUNSEL

Each denial of access to a Department record shall be in writing and shall state that the person making the request has the right to appeal to the Corporation Counsel of the City of Buffalo.

2.11 AVAILABILITY OF RECORDS TO DEPARTMENT PERSONNEL

A. Records retained in City Court Booking are available to Department personnel on a twenty-four hour basis.

B. Records shall only be released to Department personnel if the employee is actively engaged in an authorized Buffalo Police Department investigation to which the records may have some relevance. Access to sensitive files shall be strictly limited by the Commanding Officer of the unit in which the files are maintained.

2.12 SEALING ORDERS

The Buffalo Police Department will comply with all court mandated sealing orders. The City Court Booking staff will be responsible for carrying out this function.

3.0 STORAGE AND DISPOSAL OF DEPARTMENT RECORDS

3.1 POLICY

It is the policy of the Buffalo Police Department to store and retain records in a manner that is consistent with existing laws and statutes.

3.2 DEFINITIONS

A. City Records Disposition Officer - the City Clerk has been designated to fulfill the duties of the City Records Disposition Officer.

B. Custodian of Records - the Inspector in charge of the Division of Administration and Communication has been designated as the Custodian of Records. He/she will follow and adhere to the records retention and disposition schedule issued by the Commissioner of the State Department of Education (schedule MU-1 (9NYCRR section 185.11) for use by City, Town, and village agencies). The Inspector will keep and maintain a copy of the schedule for reference at all times.

- C. Department Contact Person - The Commanding Officer in charge of City Court Booking shall be the Department Contact Person.

3.3 DISPOSAL OF RECORDS GENERALLY

- A. No records may be destroyed without prior permission.
- B. City Court Booking may be consulted regarding the length of time that different records must be retained and the procedure for disposal.
- C. City Court Booking will maintain a permanent record of all records that have been destroyed or otherwise disposed of.

3.4 RETENTION PERIODS

- A. Retention periods for records vary in length from less than one year to permanency. City Court Booking will keep on file a schedule of the length of time the various kinds of records must be retained.
- B. Duplicate copies (i.e., made at the time that the original was made) may only be destroyed if their disposal is authorized by the City Records Disposition Officer and a record is kept of their disposal. These duplicate copies may be destroyed at any time so long as the requisite permission is obtained and the disposition record is retained. The permanent disposition record will be kept on file in City Court Booking.

3.5 PROCEDURE FOR DISPOSAL OF RECORDS

The following procedure shall be used when a unit of the Department wishes to dispose of records:

- A. The Commanding Officer of the City Court Booking unit will be contacted to determine if the records can be legally destroyed;
- B. If the records can be destroyed, the Document Disposition Form will be forwarded to the command that requested their destruction. The requesting command will prepare the form and return four copies to City Court Booking.
- C. The Document Disposition Form will be signed by the Commanding Officer of City Court Booking and the Custodian of Records (i.e., Inspector in charge of the Division of Administration and Communication). City Court Booking will forward the completed Document Disposition Form to the City Records Disposition Officer (i.e., City Clerk);
- D. If the City Clerk grants permission for the forms to be destroyed (s)he shall sign the Records Disposition Form and return three copies to City Court Booking;
- E. City Court Booking will keep one copy of the Records Disposition Form for

permanent retention and forward the remaining two copies to the requesting command;

- F. The requesting command will deliver the two copies of the Records Disposition Form along with the records to be disposed of to the Property Office;
- G. The Property Office will enter the required information on the Records Disposition Form and provide the requesting command with one copy;
- H. The Property Office will then be responsible for the destruction of the records. No records shall be destroyed by the Property Office unless these procedures are followed.

3.6 PROCEDURE FOR STORAGE AND RETENTION OF RECORDS

In the event that records are to be stored in headquarters by any unit in the Department, the Document Disposition Form will be completed at the time of storage. One copy of the Document Disposition Form will be retained with the stored records and a second copy will be retained by City Court Booking. In the event that these records are to be destroyed at a later date, the procedure outlined in M.O.P. Chapter 9 shall be followed.

4.0 MAINTAINING RECORDS OF POLICE RELATED INCIDENTS

4.1 POLICY

It is the policy of the Buffalo Police Department to create a record of all police related events and to maintain such records in accord with necessity and statute.

4.2 INCIDENT NUMBERING

A. All police incidents shall be assigned an event number. Event numbers are assigned by the CAD system and shall reflect the year, the day, and the number of the incident on that day. Records of such police related incidents may be accessed by referral to the event number. The event numbering system is designed so that each incident receives a number, that no numbers are omitted and no numbers are duplicated.

B. The event number is configured as follows:

1. The first two digits of the event number reflect the last two digits of the current year (e.g. 2011 is 11);
2. the next three digits of the event number represent the Julian calendar date which is actually the number of the day of the year (e.g. January 15 is 015, February 1 is 032, etc.);
3. The next series of numbers reflect the number of the event for that day.

4.3 REPORT NUMBERING

A. The CAD System will automatically assign a report number to every incident that requires that a report be completed and filed by Department personnel.

B. The report number will be configured as follows:

- 1) The first two digits of the report number reflect the last two digits of the year in which the report number was created.
- 2) The next three digits represent the Julian calendar date.
- 3) The remaining digits of the report number are sequential.

4.4 POLICE RELATED INCIDENTS

For purposes of the event numbering system a police related incident shall be issued an event number for:

A. Calls For Service

A call for service is any police response documented by a record in the CAD System.

B. Complaints

A complaint is an allegation of an improper or unlawful act or omission which relates to the business of the Department or any condition that necessitates investigation by the Department to determine if any unlawful act or omission has occurred.

C. Any Other Police Related Incident

Any other police related incident in which an employee performs a law enforcement function or renders a specific police service at a particular time and location; or, one that requires a preliminary or follow-up investigation.

D. Traffic Tags and Summonses Not Included

The issuance of a traffic tag or traffic summons generally does not require the assignment of an event number. If a traffic tag or summons is issued in conjunction with any of the circumstances outlined in A, B, C, or D above, then an event number may be assigned.

4.5 RESPONSIBILITY

All calls for service, police related incidents, or complaints shall be addressed expeditiously by the employee to whom it was referred. (S)he shall take reasonable police action with respect thereto including action to achieve a resolution or to prevent a recurrence.

4.6 DISTRICT COMPLAINT FILE

A. Each district shall maintain a complaint file which shall include all complaints of ongoing criminal activity, breaches of the peace, or other activity of interest to law

enforcement operations. Examples include gangs, corner lounging, persistent parking and driving violations and any unwholesome condition that might exist in the district.

- B. At the start of each shift, the shift Lieutenant shall apprise the members of his/her platoon of current complaints contained in the complaint file.
- C. This file shall not include reports of individual crimes for which a crime report has been completed.

5.0 POLICE REPORTS

5.1 POLICY

It is the policy of the Buffalo Police Department that Department employees shall prepare police reports in a complete and thorough manner, paying strict attention to detail, and such reports, shall be submitted in a timely fashion to their superiors for approval. For the purposes of filing information, retrieval, and access, all calls for service and incident reports will be recorded and maintained through the use of the Erie County Criminal History and Records Management System (CHARMS).

5.2 PREPARING POLICE REPORTS

- A. The Department has designed various forms for use in particular circumstances. Employees are to be familiar with the use of such forms and shall refer to the Manual of Procedure, General Orders and current directives for guidance. In preparing any Department report the employee shall minimally:
 - 1. Make a complete and thorough investigation of the circumstances and include in the report detailed, accurate information;
 - 2. The report shall be submitted to the employee's supervisor in a timely fashion and if there is to be a delay, a reasonable explanation of the delay must be submitted to the supervisor prior to the expiration of the employee's tour of duty.
- B. Reports that have been submitted to supervisors for approval shall be carefully inspected by the supervisor, who shall pay particular attention to accuracy, completeness and timeliness. Deficient reports shall be returned to the employee who submitted the report and (s)he shall be apprised of the deficiencies and given instructions for correction. In the event that the supervisor is advised that the submission of a report is to be delayed, (s)he shall assess the reasonableness of the delay and shall take action to ensure that the report is submitted as soon as possible. The supervisor may direct the employee to complete the report at the next earliest date possible or (s)he may assign it to another employee for completion. With the supervisor's approval, it is then to be entered into CHARMS via ICR (in-car reporting).

5.3 COMPLETED STAFF WORK

Any employee who has been delegated to perform a task shall complete the task to the fullest possible extent so that the superior officer's only remaining function would be to approve the work performed. In projects that require that a selection be made from amongst several different possible alternatives the employee shall:

- A. collect all pertinent facts and verify their authenticity and accuracy;
- B. illustrate all possible alternatives and the relative merits and faults of each;
- C. recommend the best possible alternative and the reasons for such recommendation;
- D. present the results in a clear and concise report.

5.4 PREPARING REPORTS FOR INCIDENTS OUTSIDE THE COMMAND

- A. Whenever an incident requires the completion of a police report and the incident has occurred outside of the district in which it is being reported, the member receiving the information shall complete the report and take whatever immediate police action is required. If no immediate action is required, the report shall be forwarded to the district of occurrence.
- B. When citizens are attempting to report an incident at a police facility other than the district of occurrence, they shall not be routinely sent to the district of occurrence to file the report. The report shall be taken and immediately forwarded in person to the District of occurrence where complete entry of the incident and a crime message shall be sent.

5.5 DISTRIBUTION OF REPORTS

Completed reports shall be distributed as designated on the form itself, or if such distribution guidelines are absent it shall be distributed as directed by the Manual of Procedure or the applicable General Order.

5.6 STORAGE AND DISPOSAL OF POLICE REPORTS

All police reports shall be stored and/or disposed of in accordance with M.O.P. Chapter 9.

5.7 UNIFORM CRIME REPORTING

The Department participates in reporting Part I and Part II Offenses to the Federal Bureau of Investigation. The Division of Administration and Communication shall be responsible for compiling the statistical information that is necessary to complete these uniform crime reports. Such reports shall be submitted to the FBI on a monthly basis.

6.0 VERBAL AND WRITTEN COMMUNICATION

6.1 POLICY

To be effective, organizations require the free and open flow of information throughout their organizational structure. The Department encourages such free and open communication but to facilitate order and direction it has created official channels through which all formal Department communication must flow. It is the policy of the Buffalo Police Department that all official Departmental communications be sent through the chain of command.

6.2 CHAIN OF COMMAND

The chain of command is that line of authority, in either ascending or descending order, extending from the Commissioner through every level of command, as indicated by the Organizational Chart of the Department. The chain of command, delineates lines of authority and responsibility; facilitates the orderly flow of orders and information; accommodates the expertise of lower ranking employees in decision making; and, permits supervisors and lower ranking commanding Officers some latitude in managing their units.

In order to mitigate the tendency of the chain of command to delay and distort communication, each member in the chain must be especially vigilant in expediting communications and ensuring clarity. Failure to do so could negate the benefits the chain of command is designed to provide.

6.3 OFFICIAL AND UNOFFICIAL COMMUNICATIONS

While the chain of command can be an effective tool in bringing order and direction to the communication process its rigid structure may tend to discourage free and open discussion of issues pertinent to the Department. To accommodate these competing interests the Department requires that only official communication be sent through the chain of command.

A. Official Communication

For purposes of this Chapter, official communications includes all written reports and electronically transmitted documents, and all verbal communications that have a direct and identifiable impact on any Department unit or personnel. All official communication must be transmitted through the chain of command. When a question arises as to whether a communication should be classified as "official" or "unofficial," it should be considered "official" and sent through the chain of command.

B. Unofficial Communication

For purposes of this Chapter, unofficial communications include any private, personal, or non-Departmental discussions; Department related discussions merely exploring potential alternatives or involving only preliminary suggestions; or any Department related discussions that do not have a direct and identifiable impact on any Department unit or personnel.

6.4 CIRCUMVENTING THE CHAIN OF COMMAND - EXTENUATING CIRCUMSTANCES

Employees shall not routinely circumvent the chain of command. There may however exist, certain extenuating circumstances in which strict adherence to the chain of command would be impractical or counter-productive. The chain of command may be circumvented in the following circumstances:

- A. When there exists an emergency circumstance in which strict adherence to the chain of command would have a substantial negative impact on the successful resolution of the emergency;
- B. When an employee becomes aware of a violation of law by a Department employee or a serious violation of the rules, regulations, directives or procedures of the Department and (s)he has a reasonable and articulable suspicion that the allegations will not be appropriately addressed if strict adherence to the chain of command is required.

6.5 BASIC REQUIREMENTS OF VERBAL COMMUNICATION

Official verbal communication must be clear and precise. Pertinent components shall be fully explained and no material details omitted. The speaker must make an extra effort to ensure that what was said is what the listener heard.

6.6 WRITTEN COMMUNICATION AND CORRESPONDENCE

A. Language

When preparing written correspondence, the writer shall use plain and concise language so that meanings are clear. (S)he shall make certain that the report is complete; that each paragraph concerns only one subject; and, that the form of the correspondence is proper and orderly. The correspondence shall be prepared in a manner that precludes the possibility of misunderstanding. The body of the correspondence shall explain "when," "where," "who," "what," "why," and "how."

B. Use of Personal Names

When any person is mentioned in the body of the correspondence for the first time, his/her full name and title shall be used. Full name means the person's first name, middle initial and last name (i.e. surname). If the person mentioned is an employee of the Department, his/her rank and place of assignment shall be included with his/her full name. Subsequent mention of the person requires only the use of his/her surname and title. If the person has no official title his/her surname shall be preceded by the abbreviations Mr., Mrs., Ms., as the case may be.

C. Signature

The writer shall sign his/her full name at the end of the correspondence, on the right hand side of the page and immediately above his/her rank. Rubber stamps or other facsimiles of a writer's signature shall not be used on official correspondence except that officers of the rank of Inspector and above may use such devices for routine

reports.

D. Official Letterhead

1. The official letterhead of the Buffalo Police Department shall be that which has been approved by the Commissioner of Police.
2. No member of the Department shall use official letterhead stationary for private correspondence, or for making recommendations of any person, employee, article, product, etc.

E. Twenty-four (24) Hour Military Time Clock

For the purpose of reporting the time of an event on various Department forms, Military Time shall be used in lieu of the Standard 12 hour clock method. Military time uses a four digit number. The first two digits on the left reflect the hour of the day and the two digits on the right reflect the minutes in the hour. Hours are designated as a number from zero through twenty-four beginning at midnight. The minutes of the hour are designated zero through fifty-nine.

F. File Copies

A copy of all official communications shall be retained in a file at the unit from which the correspondence was sent.

6.7 PREPARING INTRA-DEPARTMENTAL CORRESPONDENCE (P-73)

- A. "Intra-Departmental Correspondence" shall be used for all official communications in the Department except where printed forms (e.g., crime reports, death reports, aided cases, accident reports, etc.) have been instituted.
- B. "Intra-Departmental Correspondence" shall clearly identify at the top of the page:
 1. to whom the correspondence is directed;
 2. from whom the correspondence is being sent;
 3. the date the correspondence is being prepared;
 4. the subject matter of the correspondence;
 5. the event number if one applies.
- C. If the correspondence is directed to anyone other than the author's immediate commanding officer, the name of each intermediate member of the chain of command must be referenced in the lower left hand corner of the correspondence.

6.8 PREPARING REPORTS - DESK PERSONNEL RESPONSIBILITY

- A. Employees assigned to desk duty or clerical duty in any Department unit shall keep all books, records and files, and shall make all reports pertaining to their respective commands, in conformance with the rules, regulations, and directives of the Department and the orders of their superiors.
- B. Employees assigned to desk duty or clerical duty in any Department unit shall be

responsible for the handling of all mail and Department business received by their command and shall be responsible for its care until delivered to their Commanding Officer.

- C. Employees assigned to desk duty or clerical duty in any Department unit shall ensure that all correspondence displays the event number when such number is required.
- D. When an official communication, record or report is removed from a file, employees assigned to desk duty or clerical duty in the unit from which the report is removed shall ensure that a memorandum is left in its place. The memorandum shall indicate the date and time that the report was removed and who removed it.

6.9 RESPONSIBILITIES OF INTERMEDIATE MEMBERS OF THE CHAIN OF COMMAND

- A. As correspondence passes through each intermediate level of the chain of command, that member must carefully examine the correspondence for completeness and accuracy and if any deficiencies are detected it must be returned to the author for correction.
- B. When "Intra-Departmental Correspondence" is forwarded through the chain of command, each intermediate member of the chain must make a recommendation and the reasons for that recommendation, prior to affixing his/her signature thereto. No "Intra-Departmental Correspondence" shall be forwarded without the required recommendations.
- C. All intermediate members of the chain of command must conform to their duty to submit "completed staff work" (refer to M.O.P. Chapter 9).

6.10 CORRESPONDENCE TO GOVERNMENT AGENCIES AND BUSINESSES

- A. All correspondence forwarded or delivered to the Common Council of the City of Buffalo, or to any City Department, or to any other government agency must first receive the approval of the Commissioner unless the Commissioner specifically directs otherwise.
- B. All correspondence regarding official Department business which is sent to individuals, businesses, or other organizations shall be signed by the Commissioner unless the Commissioner specifically directs otherwise.
- C. Correspondence described in "A" and "B" above shall be prepared for the Commissioner's signature and forwarded to his/her office for action.
- D. The above provisions do not apply to the Deputy Police Commissioners, Chiefs, the Chief of Detectives, or Inspectors. In dispatching any correspondence over their own signatures however, officers of these ranks must be aware that they are speaking on

behalf of the Department and must be judicious and temperate in their remarks. A copy of the correspondence shall be forwarded to the Commissioner's office so that (s)he can remain informed concerning Department business.

6.11 CORRESPONDENCE SENT IN RESPONSE TO COMPLAINTS

When correspondence is sent in response to a complaint, it is imperative that each allegation that has been alleged is answered; that the type of Department action, if any, is clearly specified; that the status of the case is explained; and, that recommendations are made where required.

6.12 FORWARDING DAILY BUSINESS

Commanding Officers shall forward daily, before 0630 hours (except that on Sundays it shall be forwarded before 1000 hours) all reports and official communications that have been prepared in their commands during the previous twenty-four (24) hour period. These reports and communications shall be delivered to the business boxes on the 2nd floor of Police Headquarters located next to room 230.

6.13 ASSEMBLING THE DAILY BUSINESS

Correspondence, reports, forms and all other mail from the Districts and any other unit having a black leather business pouch, shall be delivered to the E-Mail unit in the following manner:

- A. Desk personnel on duty between the hours of 2100hrs and 0730hrs in the various precincts/districts shall place the daily reports in the leather business envelope. Forms shall be arranged in numerical order placing the lowest numbered form on top and the highest numbered form on the bottom. Small items such as envelopes, leaves of absence requests, etc., shall be bound and placed on top of the regular business. Before forwarding, the employee assembling the business shall ensure that reports requiring a signature are appropriately signed.
- B. Uniform Traffic Summons and PVB Tags shall be attached with paper clips to forms P-54 and P-188 respectively.
- C. Routine intra-departmental correspondence shall be forwarded in reusable envelopes if possible. If the correspondence is of a confidential nature, it shall be enclosed in an official white envelope.
- D. Large items shall be wrapped separately and placed outside the business pouch.
- E. The Commanding Officers of both the E-Mail Unit and the individual Department units shall take appropriate steps to ensure that the business is kept in a secure area and only desk personnel and officers of the rank of Lieutenant and above have access to it while it in their command.

6.14 HANDLING THE DAILY BUSINESS

- A. By 1230hrs daily, except Sunday, the E-Mail unit shall place mail and correspondence for each district and other selected units in the business pouches provided for that purpose.
- B. Between 1230hrs and 1400hrs daily, except Sunday, a designated member of each Precinct/ District shall pick up the daily business at the E-Mail unit.
- C. While business pouches are in route to their destination, they shall not be left unattended by any employee of the Department.
- D. When the daily business is delivered to the various districts, the desk personnel on duty there shall sort through it and distribute it according to existing procedures.
- E. When the business envelopes are received at the E-Mail unit in the morning, they shall be opened, the contents removed and mail and other correspondence sorted and placed in the proper mail slots.
- F. Department business envelopes shall be kept at the E-Mail unit when not in use.

7.0 USING DEPARTMENT TELEPHONES

7.1 POLICY

It is the policy of the Buffalo Police Department to use telephones to carry out its legal duties whenever the use of this type communication device enhances the effectiveness and efficiency of the Department and their use does not unduly impair relations with the public.

7.2 THE DEPARTMENT'S 911 SYSTEM

- A. The County wide 911 emergency system is the manner in which citizens can contact the Department for emergency services. By agreement with Erie County, the county staffs the 911 emergency call center and receives all calls over 911 telephone lines. The call center is open 24 hours a day, seven (7) days a week. These calls for emergency services are then assessed by county personnel and forwarded to the Buffalo Police Department Radio Dispatchers for radio broadcast to Buffalo Police personnel. The call center will also be responsible for misdirected emergency calls.
- B. The Central Police Services/911 Call Center (CPS) can be contacted at 853-2222 for service of a non-emergency nature.

7.3 PROPER USE OF DEPARTMENT TELEPHONES

- A. When answering Department telephones, employees shall inform the caller of the unit (s)he has reached, the employee's rank and surname. (e.g. "B" District, Officer

Jones).

- B. Employees shall answer the telephone promptly and shall refrain from lengthy and unnecessary conversations.
- C. Employees shall not use Department telephones for private business except in an emergency.
- D. The Division of Administration and Communication issues the Department Telephone Directory. All units of the Department shall keep the Directory readily available at all times.
- E. Problems with telephones shall be reported to the Communication Section. If emergency repairs are required after regular business hours, the 911 Lieutenant shall be called.
- F. If the phone lines are down, send an Administrative message indicating the phones are not working via Lotus Notes.

7.4 VOICE MAIL AND ANSWERING MACHINES

- A. Units may requisition voice mail systems through their District/Division Chief. If approved by the District/Division Chief, such requisitions shall be forwarded to the Division of Administration and Communication for consideration. District Chief's shall not frivolously approve these requests and must specifically state the reasons for their approval.
- B. All voice mail and all messages left on answering machines shall be responded to promptly once personnel have returned to the office.

7.5 LONG DISTANCE TELEPHONE CALLS

When Department business makes it necessary for an employee of the Department to place a long distance telephone call, the following procedure shall be used:

- A. The employee shall first obtain permission from his/her on duty Lieutenant, squad leader, or immediate supervisor;
- B. Once permission has been obtained the employee shall dial 4447 to contact City Court Booking. (S)he shall give the operator his/her name, rank, place of assignment, telephone extension from which the call is being made, the long distance number (including the area code) to which the call is being made, the name of the person or agency that is being called, and the reason for the call.
- C. City Court Booking will log all of the above information and then make the call as required. The information shall be logged in a day book provided for that purpose.

- D. City Court Booking shall maintain a complete, accurate, and continuous log of all long distance phone calls.
- E. The Commanding Officer of City Court Booking shall frequently monitor the long distance telephone logs to ensure compliance with all applicable procedures. (S)he shall conduct a monthly audit and shall promptly report any discrepancies to the Inspector assigned to the Division of Administration and Communication.

7.6 PERMISSION TO USE DEPARTMENT TELEPHONES

- A. Generally, Department telephones are to be used only by employees of the Department for Department related business. Employees of the following organizations are also allowed to use police telephones in connection with their work:
 - 1. city, state and federal governments
 - 2. providers of community and social services
 - 3. news media, press, radio, television
 - 4. public utilities
 - 5. medical personnel
 - 6. persons making emergency calls.
- B. Persons who are not employees of the Department shall not be permitted to place long distance telephone calls unless they have obtained the prior approval of a superior officer who holds the rank of Lieutenant or higher.

7.7 DUTIES OF PERSONNEL ASSIGNED TO CITY COURT BOOKING

City Court Booking is the central phone center for the Department.

- A. Employees assigned to City Court Booking shall answer telephone calls immediately and shall answer by saying, "Buffalo Police". If the caller wishes to report an emergency, (s)he shall immediately be referred to the complaint desk. Non-emergency calls shall be forwarded to the appropriate Department unit.
- B. When a telephone connection is requested, the employee assigned to City Court Booking shall monitor the call until the connection is made. Once the connection is made, the employee assigned to City Court Booking shall not listen in on such conversation.
- C. When receiving orders or requests to make a telephone connection, the employee assigned to City Court Booking shall repeat the order or request to make certain that it was correctly understood. His/her attention shall be constantly directed at promptly completing connections and keeping lines clear.
- D. Employees assigned to City Court Booking shall be courteous, prompt, and alert while attending the phone lines. An abrupt, brusque or uncivil demeanor shall not be tolerated.

- E. No person shall be permitted to overhear the transaction of official Police business by telephone.
- F. Information relating to police business shall not be given to any person other than the employee of the Department for whom it was intended.
- G. At least one employee must be at the front desk of City Court Booking at all times to answer calls.
- H. The employee assigned to City Court Booking shall also be responsible allowing entry into the headquarters building and for providing passes to visitors.

8.0 COMPUTERIZED INFORMATION SYSTEMS

8.1 POLICY

The proper use of information, from whatever source received, is one of the most essential ingredients in delivering effective and efficient police services to the public. Collecting, preserving, analyzing, collating and disseminating information can be a complex and time consuming task. To better manage the information that is available, it is the policy of the Buffalo Police Department to use computerized systems to handle its information needs. The use of the computerized information systems is regulated by the "Buffalo Police Department Computer Use Policy". Users of the computerized information systems are required to be familiar with this policy and to accept the terms and conditions contained therein.

- A. **General:** Computer use by Buffalo Police Department personnel shall be subject to all the Buffalo Police Department Computer Use Policy as follows:

Policy Specifics:

1. **Computer access is limited to official work-related research or communications.**
2. Software, program downloads and other programs not specifically approved by the Commissioner of Police or his designee are prohibited. Approvals should be requested through the Office of Administration & Communications
3. The Department reserves the right to remove or limit access to material posted on Department computers when City Policies or codes, contractual obligations or state or federal laws are violated or if Departmental rules and regulations are violated.
4. The Department reserves the right to limit access to its computers, network systems, or the Internet when City Policies or codes, contractual obligations or state or federal laws are violated or if Departmental rules and regulations are violated.

5. **All Internet and E-mail access and messages, records of such messages and Internet and E-mail use are subject to monitoring and review by the Department at any time. All records of Internet and E-mail access are subject to inspection and review by the Department at any time.**

Policy Violations:

1. The computer network may not be used:
 - a. For private business solicitations, for social activities or for department-wide personal messages except with written permission of the Commissioner of Police.
 - b. To harass, threaten, or otherwise cause harm to a specific individual whether by direct or indirect references.
 - c. To download or post to Departmental Systems or transport across City Systems material that is illegal, proprietary, or in violation of City policies, codes, contractual obligations, state or federal laws, or Departmental rules or regulations.
 - d. To download or view pornographic or prurient materials, **except**:
 1. as might be done by the Narcotics, Intelligence and Vice Enforcement Unit in performance of their duties.
 2. as specifically authorized by the expressed **written** permission of the Commissioner of Police
 - e. To post information not directly related to Buffalo Police Department business including information containing a personal view, opinion, or remark.

Anyone who violates this policy will be subject to appropriate disciplinary action.

8.2 COMPUTERIZED INFORMATION SYSTEMS

A. Buffalo Police Department Systems

The Buffalo Police Department has several inter-related information systems that specifically serve the needs of the Department.

1. Computer Aided Dispatch (CAD)

The Computer Aided Dispatch system is designed to assist Radio Dispatchers in assigning calls for service to specific mobile patrol units. It designates which mobile patrol unit is to be assigned the call and whether the District Lieutenant needs to respond; it alerts the responding officers to the existence of any known hazards; and, it provides a mapping function to assist the

officers in handling the call. The CAD system will assign an event number, record the time the call was dispatched and the time the officers arrive on scene, record the time the officers completed the call and the disposition of that call. The CAD system is integrated into the Record Management System and the AVL System.

2. Records Management System

The Record Management System (CHARMS), is a comprehensive Information system that integrates much of the Department's record keeping function into an easily accessible and simple to use program.

3. Lotus Notes

Lotus Notes is a computerized system used for conducting intra-Department communication. It enables the user to send electronic mail to a specific list or location or to an electronic bulletin board on which pertinent Department information can be posted. The bulletin boards are grouped into fourteen different subject matters for easy use.

- a. Administrative - scheduled events and messages of importance/interest to all employees of the Department;
- b. Arrests
- c. Felony Crimes
- d. General Orders
- e. Special Orders
- f. Stolen vehicles
- g. Missing Persons
- h. Job Postings
- i. Local 650 - news, notices, etc
- j. PBA - news, notices, etc.
- k. Training Bulletins
- l. Training Classes
- m. District Bulletin Boards
- n. Departmental Forms

B. Non-Departmental Computer Information Systems

The Buffalo Police Department can access several different law enforcement related computer information systems:

1. The Empire System

This is a computerized law enforcement information network operated by the Erie County Department of Central Police Services. It provides all local police and Criminal Justice Agencies with instantaneous data on wanted/warrants, stolen vehicles, driver and vehicle identification, criminal history, and orders of protection. This system can also provide incident data, arrest data, accident information and several different types of administrative programs that are of interest to various agencies.

2. The NYSPIN System

The Buffalo Police Department has a terminal on the New York State Police Information Network. This is a computerized information system that provides information on stolen guns, license plates, vehicles, missing persons, wanted persons, arrest histories, etc. It also provides a computer interface with the New York State Division of Criminal Justice Services, (DCJS) the New York State Department of Motor Vehicles (DMV), the National Crime City Information Center (NCIC) in Washington D.C., and the National Law Enforcement Telecommunications System (NLETS) located in Phoenix, Arizona.

3. The National Crime Information Center (NCIC)

The National Crime Information Center is a computerized law enforcement information system located in Washington D.C. This system has a computer interface with NYSPIN, which, in turn, interfaces with the Empire System. This center provides information on wanted persons on a nationwide basis as well as information on vehicles.

4. The National Law Enforcement Telecommunications System (NLETS)

The National Law Enforcement Telecommunications System located in Phoenix, Arizona, is a computerized system having a direct computer interface with NYSPIN. This system can provide national DMV data to all inquiring police agencies.

8.3 MOBILE COMPUTER TERMINALS (MCT'S)

Marked police vehicles used by the Patrol Division for responding to calls for police service are equipped with mobile computer terminals (MCT'S). These are laptop computers which can be used for a wide variety of purposes as well as for receiving dispatched calls and entering crime reports. MCT's enable the user to indicate the time of arrival on the scene of a call by a mere push of a button. The disposition of the call and the unit's return to service can also be entered via the MCT. As the records management program continues to evolve, the capabilities of the MCT's for entry and retrieval of data will expand. The use of MCT's does require the following:

- A. Every user will have a unique password for which they are responsible and which they shall keep confidential;
- B. Information requested from NYSPIN can only be for official police investigations. Dissemination and use must be in accord with NYSPIN rules and regulations, New York State Laws, and Department policy. NYSPIN transactions will be monitored and are subject to audit by the Department and New York State;
- C. The Commanding Officer of each district will be responsible for maintaining a record, listing all MCT's assigned to his/her command, the serial number of each, its current location (e.g. the car in which it is installed, repair shop), and its condition (e.g. operable, malfunctioning, etc.).

- D. Commanding Officers or their designee are responsible for notifying MIS of MCT failures.
- E. No software or information of any type shall be loaded into a MCT without prior written authorization from the Commissioner or a Chief. The concern is that a virus could be inadvertently introduced into the system or that other functions of the system could be adversely affected;
- F. Vehicles in which a MCT has been installed must be locked at all times when unattended;
- G. Only authorized materials shall be used to clean the MCT screen;
- H. In cold weather, vehicles should be warmed up prior to activating the MCT;
- I. The Radio Repair Shop should be called whenever a MCT is malfunctioning. since most problems will be with the radio and modem. Malfunctions involving the laptop itself will be handled by MIS.

8.4 MANAGEMENT INFORMATION SECTION (MIS)

The Management Information Section is a unit managed by City Hall's MIS Department. It shall be responsible for assisting in the design and implementation of information management systems that have been adopted by the Department. The Management Information Section shall maintain up to date instructional and operational manuals that can be referred to by systems users.

8.5 RESPONSIBILITY FOR OPERATING NYSPIN

City Court Booking/Information Center shall be responsible for receiving and transmitting messages over NYSPIN. NYSPIN is divided into file classifications as follows:

File 1: Stolen motor vehicles and motorcycles

File 2: Motor vehicles - information requests

File 4: Hit and run drivers

File 5: Persons - Wanted or escaped

File 6: Persons – Missing

File 7: Burglary

File 8: Robbery and holdup

File 9: Property - Lost or missing

File 10: Property - Stolen

File 11: Assaults

File 12: Homicide

File 13: General Police Information

File 15: Requests for information (miscellaneous)

File 16: Lost or stolen license plates

File 25: Miscellaneous messages

8.6 USE AND DISSEMINATION AGREEMENTS

All requests for criminal history records information shall be made pursuant to the use and dissemination agreements in effect between the Buffalo Police Department and the Erie County Department of Central Police Services, the New York State Police and the National Crime Information Center. These agreements stipulate that only qualified Criminal Justice Agencies may access this data and then only a strictly "right to know" and "need to know" basis and that a valid criminal justice purpose is served.

8.7 USE OF SOCIAL MEDIA

POLICY

It shall be the policy of the Buffalo Police Department that employees of the department are prohibited from posting, transmitting and / or disseminating any photographs, video or audio recordings, likeness or images of departmental logos, emblems, uniforms, badges, patches, marked or unmarked vehicles, equipment, or other material that specifically identifies the Buffalo Police Department and tends to discredit the Department, on any personal or social networking website or web page. No employee shall represent themselves, directly or indirectly, in any public forum, as a member of the Buffalo Police Department, either by text, photograph, or image depicting the uniform, badge or patch in any manner that reflects a lack of good moral character. No employee will represent themselves in any public social media forum as an employee of the Buffalo Police Department with information, opinion or posture that would bring unfavorable criticism or embarrassment upon the department.

PURPOSE

The Buffalo Police Department ("Department") has established a social media policy that pertains to all members of the Department, both sworn and unsworn. This policy will pertain to all personal web pages or internet sites where there is any reference to the Buffalo Police Department, to ensure employees use appropriate discretion in the use of references to the Buffalo Police Department so as not to discredit the Department; to ensure that the release of information concerning crimes, accidents, or violations of ordinances or statues to persons outside the Department is not disseminated, either

directly or indirectly; and that all employees treat as confidential the official business of the Department.

PROCEDURES

- A. Employees having personal web pages or other types of internet postings which can be accessed by the public, shall not place or allow photographs or depictions of themselves dressed in uniform and / or displaying official identification, patches or badges, or in any other way, either directly or indirectly, identifying themselves as an employee of the Buffalo Police Department in any manner which tends to discredit the Department.
- B. Photographs or other depictions of Department marked or unmarked vehicles, shall not be posted on internet sites without approval of the Commissioner of Police.
- C. Photographs of police buildings, other than public areas inside or outside of the buildings as well as any crime or accident scene shall not be posted.
- D. Employees are prohibited from posting, transmitting and or disseminating any pictures or videos of official Department training, activities or work related assignments without approval of the Commissioner of Police.
- E. Employees wishing to use photographs, depictions or references to the Buffalo Police Department, must receive approval from the Commissioner of Police.
- F. Employees who post photos, comments, etc. of other department employees acting in the course of, or related to; their employment with the Department must inform and seek approval from the employee(s) before posting same.
- G. All employees shall treat as confidential the official business of the Department.
- H. No employee shall release, either directly or indirectly, information concerning crimes, accidents or violations of ordinances or statutes to persons outside the Department except in the course of their official duties.

APPROVAL PROCESS

- A. An employee seeking approval to use references to the Buffalo Police Department on a personal website, webpage or other public forum, shall submit a request for approval to the Commissioner of Police via the chain of command.
- B. The request shall describe the proposed reference or material and purpose.

- C. The request shall also include a written description of the webpage, website or other electronic medium where the post will be seen, as well as the address of the webpage, website or other electronic medium.
- D. The approval process is subject to the following limitations:
 - 1. No sexual, violent, racial, ethnically derogatory material, comments, pictures, artwork, video or other reference may be posted along with any Department approved reference.
 - 2. Employees shall not post any material on the internet that brings discredit to or may adversely affect the efficiency or integrity of the Department.
 - 3. Employees are reminded to exercise good judgement and demonstrate personal accountability when choosing to participate on social networking sites. They should also consider the possible adverse consequences of internet postings, such as cross-examination in criminal cases, in addition to public and private embarrassment, etc.

POTENTIAL OFFICIAL USES

- 1. Investigative Tools
 - a) Missing persons
 - b) Wanted persons
 - c) Gang intel
 - d) Online crime
 - e) Source of photo or video evidence posted by observer or participant
 - f) Criminal intel gathering
- 2. Community Outreach and Engagement
 - a) Crime prevention tips
 - b) Online crime reporting
 - c) Data Sharing (maps, stats)
 - d) Soliciting crime information and tips
 - e) Customer satisfaction surveys
 - f) Employee recognition
 - g) Monitoring and responding to community concerns with the Department
 - h) Time sensitive notifications
 - 1) Road closure
 - 2) Special events
 - 3) Weather emergencies
 - 4) Missing or endangered persons

9.0 RADIO COMMUNICATIONS

9.1 POLICY

It is the policy of the Buffalo Police Department that the police radio system continues to be the primary medium for voice communication between the Radio Dispatcher and

officers in the field.

9.2 FCC AUTHORIZATION

The Buffalo Police Department Radio Station is licensed by the Federal Communications Commission. It has been assigned call letters KSO-552 for regular police broadcasts.

9.3 INSTRUCTIONS FROM RADIO DISPATCHER

- A. All messages transmitted over the Police Radio Station shall be direct and concise and shall conform to all Departmental radio procedures and the rules and regulations of the Federal Communications Commission.
- B. No officer shall fail to obey or refuse to take cognizance of any communication transmitted by the Radio Dispatcher, unless they are specifically so ordered by a superior officer. Superior Officers shall be held strictly accountable for any communication/order that they countermand.

9.4 DUTIES OF RADIO DISPATCHERS

- A. Radio Dispatchers shall operate the Department base radio and the Computer Aided Dispatch (CAD) system. They shall maintain radio contact with all mobile and portable units on the frequencies allocated to the Buffalo Police Department. They shall also maintain contact with mobile unit MCT's through the CAD system as well as monitoring AVL.
- B. Radio Dispatchers shall comply with all orders and directives in the Radio Dispatcher's Guide (BPD) as well as with all orders and directives they receive from superior officers in their chain of command.

9.5 RADIO DISPATCHER'S GUIDE

The Captain in charge of communications shall be responsible for making all necessary updates to the Buffalo Police Department's Radio Dispatcher's Guide. The Guide shall be readily accessible to 911 personnel and they shall be familiar with its contents.

9.6 ASSIGNED RADIO CALL NUMBERS

An accurate master list of all radio-equipped police vehicles and their assigned call numbers shall be maintained in the office of the Inspector, Division of Administration and Communication. A copy of the list shall be maintained in the 911 Emergency Control Center. The list shall include all Department vehicles as well as non-Department vehicles authorized by the Commissioner.

9.7 RADIO CHANNELS

The Department has been allocated six radio channels over which to broadcast police related communications:

Channel 1: used for car to car transmissions and may also be used for special events.

Channel 2: used for broadcasting routine police calls to units in the B and D Districts.

Channel 3: used for broadcasting routine police calls to units in the C and E Districts.

Channel 4: used for broadcasting routine police calls in the A-District and Administration.

Channel 5: used for car to car transmissions.

Channel 6: is the Central Police Services channel and can be used for contacting other law enforcement agencies throughout the county.

Channel 7: used for contact with the Erie County Sheriff's Department.

9.8 NATURE OF BROADCASTS

- A. The Radio Dispatcher shall transmit only those calls originating through 911, the Commissioner, the Deputy Commissioners, the Chiefs, the Inspectors, or as otherwise provided for by Department order.
- B. All radio broadcasts shall be stated in clear, concise English, and shall be as brief as possible.
- C. Only those calls which are related to police business shall be transmitted.

9.9 TYPES OF BROADCASTS

There are two general types of police radio broadcasts:

- A. Direct Broadcasts
- B. Simulcasts

9.10 DIRECT BROADCASTS

Direct broadcasts are those that are intended for a specific mobile unit.

A. Direct Broadcasts

Direct broadcasts are used for all calls. In addition to transmitting the call over the CAD System through the mobile patrol unit's MCT, the Radio Dispatcher will dispatch the call over the police radio. The unit receiving the call will acknowledge its receipt through the MCT and, in addition, acknowledge its receipt using the police radio. Mobile patrol units should acknowledge on route and on scene.

9.11 SIMULCASTS

A. Simulcasts are radio broadcasts to all cars and are handled in the following manner:

1. The Radio Dispatcher shall first announce the time and then alert all cars of the impending simulcast. The subject matter of the simulcast shall then be announced.
2. After a five second pause the above procedure shall be repeated.
3. Simulcasts shall be used in the following circumstances:
 1. BOLO's, pickups, and attempts to locate
 2. shootings
 3. serious assaults
 4. shots fired
 5. other calls of a serious nature, particularly if they are in close proximity to other districts
 6. disasters (i.e. explosions, Haz-Mat incidents, etc.).
 7. Administrative broadcasts

B. A member may notify the Dispatcher by radio of his/her request for a simulcast. The Radio Dispatcher shall include the identity of the originating unit as part of the simulcast.

C. Simulcasts designed to locate or pick-up persons or vehicles shall include:

1. the reason for the simulcast, and if for a crime, the nature and degree thereof;
2. as complete a description as possible of the person, or the vehicle and the vehicle's contents, and particularly describing whether the persons are armed or are to be considered dangerous;
3. the action to be taken, or the member to be notified, if the person or vehicle is found;
4. any additional information which may be helpful in locating the person or vehicle, such as last known location, direction of travel, etc.

D. The employee providing the information upon which a simulcast is based shall as soon as possible, and in any event, no later than the expiration of his/her tour of duty, cause a message to be transmitted over the Department's electronic mail system. The message shall minimally include:

1. the date, time, and place of the incident, if any;
2. the name of the complainant, if any;
3. a complete description of the vehicle and its occupants, if any;
4. all facts relating to the case including the reason for the simulcast;
5. the action to be taken if the person or vehicle is found;
6. the rank, name, and assignment of the originating employee.
7. Dispatcher shall enter the information into the message board.

- E. When a member locates or picks-up a person or vehicle that is the subject of a simulcast (s)he shall:
 - 1. have the Radio Dispatcher void the locate/pick-up over the police radio;
 - 2. notify the originating officer or take such action as was directed in the original broadcast;
 - 3. have the electronic mail message canceled.

9.12 PRIORITIZING CALLS FOR SERVICE

As part of the CAD System, calls are assigned one of eight different priorities. Priority one calls are the most urgent and require an immediate emergency response. Priorities two through five are calls that have a descending order of urgency and are dispatched accordingly. Priority six is designated for ambulance and fire calls, priority seven is for traffic stop and priority eight is traffic pursuits. The Captain in charge of Communications shall maintain a list of all calls and their corresponding priorities. This list shall also be available in the 911 Emergency Control Center. (Refer to M.O.P. Chapter 8 RESPONDING TO CALLS).

9.13 RESPONSIBILITY OF RADIO UNITS

- A. For purposes of this section, a radio unit shall mean any member or members of the Patrol Division who have been assigned to a mobile patrol unit and whose primary responsibility is responding to calls for service.
- B. Upon receipt of a call by Direct Broadcast (i.e. either by police radio or MCT) from the Radio Dispatcher, the unit shall immediately acknowledge receipt of that call. All calls shall be acknowledged by use of voice. For priority one and two calls, units must acknowledge the call by use of the voice radio and the MCT. All calls must be acknowledged within one minute from the time they were originally transmitted.
- C. After receipt of the call, the unit shall immediately proceed by the most direct route, to the location of the call. As soon as the unit arrives at the location, such fact shall be acknowledged by using the MCT.
- D. While at the scene, the unit shall take appropriate police action.
- E. For priority one and priority two calls, the first unit on the scene shall give the Radio Dispatcher a preliminary assessment of the circumstances (e.g. fake call, additional assistance required, ambulance needed, etc.). The unit assigned the call by the Dispatcher will be responsible for taking all appropriate police action following this initial assessment.
- F. Upon completion of the call, the unit shall immediately notify the dispatcher and then enter the call's disposition through the MCT. Units must notify the Radio Dispatcher within twenty minutes from the time they received the call, that they have either completed the call or that additional time is required. .

- G. Units must respond to all transmissions from the Radio Dispatcher whether or not they are currently handling a call for service. A unit may be required to leave a call of lower priority in which they are currently involved, to respond to a call of a higher priority.
- H. Units shall not leave their assigned area of patrol during their tour of duty unless they are involved in police business and have first obtained the permission of a superior officer and they have notified the Radio Dispatcher.
- I. Units must inform the Radio Dispatcher whenever they leave their mobile patrol unit.
- J. Units not assigned to a particular call and who are in close proximity, may assist the unit to which the call was assigned, but only after informing the Radio Dispatcher of such assistance.

9.14 OPERATING THE MOBILE UNIT POLICE RADIO

A. Transmitting Messages

1. The microphone shall be removed from its holder and held approximately six inches from the speaker's mouth.
2. The microphone button shall be depressed and the member shall speak slowly and distinctly and in a normal tone of voice.
3. After the member completes the message the microphone button shall be released. When the conversation with the Radio Dispatcher has been completed, the microphone must be replaced in its holder. Do not place the microphone on the seat or floor since this might result in an "open mike" which could interfere with other police radio transmissions.
4. Except in emergency circumstances, broadcasts already in progress shall not be interrupted.
5. Police radio communication facilities and equipment are to be used exclusively for police related business. Joking, ribbing and other unprofessional conduct will not be tolerated.
6. The Standard Phonetic Alphabet shall be used when using the Police Radio:

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

B. Calling the Radio Dispatcher

1. When making radio contact with the Dispatcher, the unit shall first identify itself by providing its call number and then directing its communication to the Dispatcher (e.g. "car 111 to radio").
2. The Radio Dispatcher shall acknowledge by repeating the call number and advising the unit to proceed with its transmission (e.g. "go ahead car 111").
3. After the unit has transmitted its message, the Dispatcher shall indicate that it was received and understood.

C. Calling Another Unit

When one radio unit wishes to make radio contact with another radio unit, it shall:

1. Identify itself and then direct its transmission to the intended unit (e.g. "car 111 to car 109").
2. When the unit being called responds, it shall direct the calling unit to switch to the appropriate radio channel (e.g. "Car 111 go to channel 1").
3. After the conversation has been completed, both units shall return to the primary channel and so advise the Dispatcher (e.g. "car 111 is back on channel two).

9.15 THE IDENTITY AND LOCATION OF A 911 CALLER NOT TO BE REVEALED

- A. The Enhanced 911 (E-911) system enables Department employees to know the location from which a 911 call originated. MCT's in mobile patrol units provide the same information. No employee of the Department shall divulge the identity or location of any 911 caller except as otherwise described in this section, without having first been served with a valid subpoena issued by an appropriate court and signed by a judge or having been served with some other court order. Furthermore, members at the scene of a 911 call shall do nothing that might implicitly indicate the caller's identity or location (e.g. walking up to the caller's door).
- B. In the event that a person believes that (s)he is the subject of fake calls to 911, a crime report shall be prepared and forwarded to the District Detectives for investigation. As part of the investigation, the Detectives may ascertain the location from which the 911 calls originated. The location or identity of the caller shall not be revealed except to assist in the prosecution of the case or for other valid police purposes.
- C. Citizen requests or routine investigatory requests for caller/location information shall be referred to the Division of Administration and Communication. All such requests shall be in writing specifying the reason and necessity for such information.

9.16 MISSED RUNS

Responding to calls for service is the most basic function of the Police Department. To do so effectively, it is absolutely critical that mobile patrol units immediately acknowledge all direct broadcasts transmitted to them and that they apprise the Dispatcher when they have completed an assigned call. Failure to do so shall constitute a "missed run."

A. Responsibility of Superior Officers Generally

It is the responsibility of all superior officers to monitor radio and MCT transmissions, and to take such action as may be required when cases of missed runs, or other infractions, come to their attention.

B. Specific Responsibility of Superior Officers

Superior Officers in each district shall frequently monitor radio and MCT transmissions directed to units under their command and shall closely scrutinize radio logs and unit histories. They shall also take whatever other action may be required whenever any other infractions come to their attention.

C. Responsibility of 911

Whenever a unit fails to properly acknowledge a direct broadcast or fails to inform the Radio Dispatcher that the call to which it was assigned is completed, the 911 Lieutenant shall prepare a Missed Run Report (P-109). The report shall be forwarded through the chain of command to the Internal Affairs Division for investigation.

9.17 PORTABLE RADIOS

A. Issuance of Portable Radios

1. Every patrol Officer will be issued a portable police radio by the Department. No other portable radio shall be used by a Department employee unless such use has been expressly approved by his/her immediate superior.
2. Portable radios shall be assigned to Department employees. The member will be held responsible for this Departmental equipment. They must be signed for and returned at the time that the member is separating from service.
3. No portable radio shall be used or issued to a member of another Command without the express approval of the Commanding Officer responsible for the portable radio. Such assignment shall be for a single tour of duty and the portable radio shall be returned at or before the end of that tour. (Refer to M.O.P. Chapter 8 for the removal or transfer of Department property to another unit.)
4. Members assigned to mobile patrol units shall be issued a portable radio. Members assigned to foot patrol or a special detail may be issued a portable radio at the discretion of their superior officer.
5. 911 Communications Lieutenant has spare portable radios if a member's radio should fail.

B. Portable Radios - Call Numbers

1. When members assigned to a particular mobile patrol unit transmit a message using a portable radio they shall use the radio call number assigned to their mobile patrol unit.
2. Superior Officers in command of a large or special detail may use portable radio call numbers of 1 through 100 for the duration of the event.

C. Radio Contact

1. When members are away from their mobile patrol units for any reason, they shall notify Dispatch, and they shall continue to monitor police radio broadcasts with their portable radio.
2. Members who have been assigned a portable radio shall be responsible for its care and custody and they shall not leave it unattended at any time.

D. Responsibility of Commanding Officers

1. Commanding Officers are responsible for the care and custody of all radio equipment assigned to members of their command.
2. Commanding Officers shall without delay, have any malfunctioning portable radios taken in for repair.
3. Commanding Officers shall during the month of November and at any other time as requested by the Inspector in charge of the Division of Administration and Communication, provide an accurate inventory of all portable radios and auxiliary radio equipment assigned to their commands.

10.0 CRIME ANALYSIS

10.1 POLICY

It is the policy of the Buffalo Police Department to collect, collate, analyze and disseminate information concerning crime, criminals and criminal trends so that the Department is better able to prevent and suppress crime and to apprehend offenders.

10.2 SOURCES OF CRIMINAL INFORMATION

While information concerning crime and criminals can come from a wide variety of sources, the major sources of such information in the Buffalo Police Department shall be:

A. Crime Reports

B. Arrest Reports

C. Calls for Service

D. Criminal Histories

F. Field Interview Reports

G. Reports of suspected criminal activity and hazards submitted by the various units in the Department

H. Information provided by other law enforcement agencies regarding regional crime problems.

10.3 CRIME ANALYSIS UNIT

The Crime Analysis Unit is a unit within the Division of Administration and Communication and works in conjunction with the Erie Crime Analysis Center (ECAC). Its primary responsibilities are to:

- A. Based on the information available to it, identify individuals with criminal propensities and profile their potential victims; analyze methods of operation of particular criminals; identify emerging crime patterns; assist in on going investigations; assess the success or failure of particular law enforcement techniques; and estimate future crime trends.
- B. Provide written information, maps and other graphic data that illustrate the occurrence of particular types of crime based on location and time.
- C. Provide commanding officers of the various districts and other units throughout the Department with information concerning crime so that their units are better able to fulfill their respective law enforcement functions.
- D. Fully cooperate with the commanding officers of the various districts and other units throughout the Department so that the type of criminal analysis with which they are being provided is specifically adapted for the special needs of their individual units.
- E. Through the chain of command, keep the Commissioner informed of major crime trends and serial type crimes of which the public should be informed.
- F. The preparation of statistical and data summaries of agency activities for planning, planning staffing levels, budgeting and public information.

10.4 FACTORS USED IN CRIME ANALYSIS

Minimally, the following factors shall be considered when analyzing crime:

- A. the frequency with which particular types of crimes are committed;
- B. the location where crimes are committed;
- C. the time that particular crimes are committed, including the time of day, the day of the week, the day of the month, and the season of the year;
- D. the type of victim;
- E. possible suspects;
- F. possible suspected vehicles used;
- G. modus operandi factors;
- H. physical evidence information.

11.0 BUSINESS FILES

11.1 POLICY

It is the policy of the Buffalo Police Department to maintain accurate and current information concerning emergency contact persons associated with businesses that are located in each of the patrol districts.

11.2 DISTRICT RESPONSIBILITY

A. Each district shall maintain a file containing:

1. the name and telephone number of each business operating within their boundaries;
2. the name of the owner of the business, the location of his/her residence, and the resident phone number;
3. the name, telephone number and the location of the residence of at least one person who the Department can notify in case of an emergency.

B. The Commanding Officer of each district shall endeavor to keep business files accurate and current.

C. Business files may be maintained in hardcopy or in a database.

11.3 METHODS FOR UPDATING BUSINESS FILES

Business files may be updated by:

- A. Having the owner or manager of a business register in person at the appropriate district stationhouse;
- B. Having the owner or manager of a business complete the Department's business form and send or deliver it to the appropriate district stationhouse;
- C. The District's Commanding Officer shall be responsible for delegating a member of his/her command to receive and maintain the business emergency data.