

# TOWN OF CHEEKTOWAGA POLICE DEPARTMENT

Effective: November 17, 2015	Subject: <b>RESPONDING TO CALLS FOR SERVICE</b>
Rescinded:	

## GENERAL ORDER 0-4-7

### **Purpose:**

The purpose of this general order is to outline guidelines for Cheektowaga Police Department officers responding to requests for service.

### **Policy:**

It is the policy of this Department to provide efficient and professional response to requests for service in a timely manner.

In responding to calls officers will conform to section 1104 of the New York State vehicle and Traffic Law. Members are directed to thoroughly familiarize themselves with this section.

While section 1104 of the Vehicle and Traffic Law exempts a police vehicle from certain vehicle and traffic law requirements, when involved in emergency operation, the operator has to be aware of their legal responsibilities. Subdivision 4(e) of Section 1104 states: "The foregoing provisions should not relieve the driver of an authorized emergency vehicle from the duty to drive with due regard for the safety of all persons, nor shall such provisions protect a driver from the consequences of his reckless disregard for the safety of others."

### **Procedure:**

To satisfy these needs, the Department has categorized responses to requests for police service into three general categories:

**EMERGENCY RESPONSE**  
**IMMEDIATE RESPONSE**  
**ROUTINE RESPONSE**

**Emergency Response** -- This includes certain crimes in progress and incidents that may lead to personal injury or property destruction. This type of response requires the use of emergency lights and siren, except when the goal of the police would not be served.

Examples when this response is appropriate:

1. Alarm of fire;
2. Crime in progress when personal injury or threat to public safety exists;
3. Officer in trouble or officer down;

4. Burglary or robbery in progress.
5. Airport Emergency Alert Code 3 (crash) or Code 4 (fire)

**Immediate Response** -- A request for service that requires an immediate police response. The use of emergency lights and sirens will be determined by the responding officer(s) after considering the information received from Dispatch.

Examples where this response is appropriate:

1. Public disturbances, fights, unruly crowds
2. Domestic incidents involving physical confrontations
3. Other offenses involving physical confrontations
4. Accidents, injuries reported
5. Robbery Alarm

**Routine Response** -- A request for service that requires a police response for non-arrest related incident or arrest related situation that is under control. Routine responses include requests for services, or on-scene investigation and /or police reports. A routine response would also cover non-crime related calls that the police have historically responded to. This type of response does not require the use of emergency lights and sirens.

Officers are permitted to upgrade their response method based on information from dispatch, previous personal knowledge, or briefings, regarding certain addresses or areas of recent crimes.

Examples where this is appropriate:

1. Service requests – direct traffic, premise checks, bank escorts, welfare checks, 911 hang up calls
2. Shoplifter in custody with no problems
3. Minor law violations, illegal parking, TO violations, minor VTL violations
4. Minor disturbances reports – loud music, loud party, neighbor disputes
5. Verbal domestic incidents
6. Burglary/Panic Alarm with no additional information
7. Suspicious persons or vehicle
8. PDO accidents
9. Airport Emergency Alert Code 1 (minor trouble) or Code 2 (major trouble)
10. Reported property crime
11. Other routine police functions

General Guidelines and instructions for Emergency Use of Emergency Equipment:

1. During an emergency response, emergency signal devices shall be activated, except when the goal of the police would not be served.

2. When responding in an emergency mode, emergency signal devices may be deactivated at a distance from the scene (to be determined by the operator) so as not to alert subjects to police presence.
  
3. Police officers when necessary to warn the public of potential hazards may activate their emergency equipment. (E.g. funeral escorts, VIP motorcades, other road hazards, etc.)

<u>Date:</u>	<u>Chief of Police:</u>
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