

## Section 43 - Activities

### New York State Law Enforcement Accreditation Program

#### 43.1 Responding to Calls

##### OPERATIONS

**STANDARD 43.1**     **The agency has a written directive that establishes guidelines for responding to routine, urgent, and emergency calls. The directive should permit for the designation of the seriousness of a call and include the equipment to be used during the calls (e.g. emergency lights and siren).**

##### Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the agency which could also be acceptable.

1. A copy of the written directive is available for review.
2. Observation of agency personnel responding to emergency or routine calls to determine if the officers follow the indicated guidelines.
3. Review of agency records pertaining to such calls and the actions taken by officers to determine procedural compliance.
4. Interview(s) with patrol officers to verify their knowledge of and compliance with the guidelines.
5. Interview(s) with communication/dispatch personnel to verify their understanding of and compliance with the guidelines.