

Section 8 - Records

New York State Law Enforcement Accreditation Program

8.1 Calls for Service

ADMINISTRATION

STANDARD 8.1 **The agency must maintain a record for each call for service and include at a minimum:**

- A. The control number;**
- B. Nature of call;**
- C. Date and time of call;**
- D. Location of call;**
- E. Names of person(s) involved; and**
- F. Action, if any, taken by the agency.**

Commentary: The intent of this standard is to maintain the integrity of the agency record system to ensure that calls for service are not selectively or randomly omitted or deleted. It is important that all call activity is available for review.

Compliance Verification Strategies

Assessors may seek to verify agency 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. Review of agency files of complaints/crimes, arrest and traffic accident reports to verify existence and completeness of such records.
2. Interview(s) with agency personnel to verify their knowledge of and compliance with this standard.
3. Randomly track agency records through the system to verify compliance with all components of this standard.
4. Comparison of the agency log/blotter with reports that are on file to verify compliance.