MILWAUKEE POLICE DEPARTMENT

STANDARD OPERATING PROCEDURE

250 – COMMUNICATIONS

GENERAL ORDER: 2014 - 86 **ISSUED:** July 30, 2014	**EFFECTIVE:** July 30, 2014	**REVIEWED/APPROVED BY:** Captain Regina Howard **DATE:** July 15, 2014
ACTION: Rescinds General Order 2011–27 (September 21, 2011)		**WILEAG STANDARD(S): 9.1.1, 9.1.2, 9.1.3, 9.1.4, 9.1.5, 9.1.6, 9.1.7, 9.1.8, 9.1.9, 9.1.10, 9.1.11, 9.1.12, 9.1.13, 9.1.14, 9.1.15**

250.00 PURPOSE / POLICY

The purpose of this standard operating procedure is to ensure the proper and efficient use of communications processes, systems, computers, radios, telephones, and cameras.

250.05 DEFINITIONS

A. ASSIGNMENT

A verbal or written directive emanating from a police dispatcher or a supervisory officer to a department member to respond to or perform a specific task.

B. BACKLOG ASSIGNMENTS

Greater than or equal to 10 pending priority 3, 4, 5 and 6 assignments in a district.

C. CALLS FOR SERVICE

Any calls which request service (criminal or non-criminal) received through the telephone numbers 911, 414-765-2323, or 933-4444 that require a physical police response by the Milwaukee Police Department.

D. CALL NUMBER

The unique number assigned in the CAD system to an assignment which has been entered.

E. COMPUTER AIDED DISPATCH

The computer system utilized for the dispatching of squads and tracking of assignments and calls for service.

F. DIFFERENTIAL POLICE RESPONSE (DPR)

Police members assigned to service calls at locations other than schools via telephone.

G. EXPIRED ASSIGNMENTS

Any call for service not dispatched within a time frame defined by Technical Communications Division (TCD) for the priority of the call.

H. INTER-DISTRICT DISPATCHING

Dispatching or utilizing squads from districts or divisions outside their assigned locations to respond to calls for service.

250.10 ACCOUNTABILITY AND RESPOSNIBILITY (WILEAG 9.1.1)

A. INFORMATION SYSTEMS DIVISION (ISD)

The ISD is responsible for the infrastructure, maintenance, and support of computer systems and radio systems utilized in communications.

1. Radio Communications Section (RCS)

   The RCS is specifically responsible for the infrastructure, maintenance, and support of the MPD's radio system and technology.

   The RCS is also responsible for the installation of electronic equipment (e.g., computers, radios) in departmental vehicles.

2. Technology Unit (TU)

   The TU is responsible for the support of technology utilized within departmental vehicles (e.g., mobile data computers).

B. TECHNICAL COMMUNICATIONS DIVISION (TCD)

The TCD is charged with providing emergency communications and is responsible for the following:

- Servicing 9-1-1, (414) 765-2323, and (414) 933-4444 telephonic requests for emergency and non-emergency services;
- Radio dispatching for all MPD field units and personnel;
- Relaying requests from field units and personnel to the appropriate agency or department;
- Maintaining direct radio contact with other law enforcement agencies;
- Notifying divisions and divisions of calls for service and incidents requested;
- Monitoring certain MPD radio primary talk groups on a 24-hour basis;

- Providing recordings of MPD radio frequencies;
- Providing recordings of defined TCD telephone lines.

250.15 RADIO PROCEDURES (WILEAG 9.1.2)

All radio operations will be in compliance with Federal Communications Commission (FCC) rules and regulations.

A. PROPER RADIO USE

1. Police radio frequencies shall be used only for official communications.
2. Department personnel shall refrain from unnecessary conversation on radio frequencies.
3. Department personnel shall not broadcast any "wise cracks," attempts at humor, unprofessional comments, or unnecessary remarks.
4. Department personnel shall not use profanity or slang terms when using the radio.
5. Department personnel shall not use any words or phrases that are demeaning to persons based on their race, religion, national origin, or sexual orientation.
6. Department personnel equipped with a police radio shall constantly monitor their primary talk group for all descriptions, information, calls for service, and respond when their unit is called.
7. Department personnel shall not attempt to interrupt any transmission except in the case of emergency.
8. Department personnel assigned a squad number shall begin all radio transmissions with the word "squad" and the member's squad designation. This includes when a member responds to a dispatcher (e.g., Squad 5322, 10-4).

B. EMERGENCY BUTTON USE ON POLICE RADIOS

REDACTED

REDACTED

- REDACTED

REDACTED

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REDACTED

250.20 EMERGENCY CALLS FOR SERVICE BY TELEPHONE (WILEAG 9.1.3)

The MPD provides 24-hour, toll free coverage to three telephone numbers for the public to call with requests for service:

- 911 (designated as an emergency number).
- (414) 765-2323 (designated as an emergency number).
- (414) 933-4444 (designated as a non-emergency/administrative number).

The TCD is responsible for answering calls received on these lines.

250.25 CONTINUOUS COMMUNICATIONS WITH ON DUTY OFFICERS (WILEAG 9.1.4)

A. PORTABLE POLICE RADIOS

All on-duty officers will be supplied a portable radio.

1. Members with a Permanently Assigned Portable Radio

   a. Members assigned a permanent portable radio shall not lend their assigned radio to another member. Doing so could create confusion in the event of an emergency since the assigned member's people soft number will display rather than the member who is using the radio. Work locations have portable radios which can be loaned out as a spare when needed.

2. Members Using a “Loaned” Portable Radio

   a. Assignment of all loaned portable radios shall be maintained by a supervisor or designee at each work location. Supervisory officers shall complete form PR-55 *Radio Assignment Log* in accordance with the instructions.

   b. Police members assigned a loaned portable radio shall return the radio promptly upon completing their tour of duty.

B. PRIMARY TALK GROUPS

Primary talk groups are assigned to and regularly monitored by a dispatcher. Monitoring provides continuous communication between the TCD and field units and on or off duty personnel who are equipped with a radio. Messages concerning squad status such as reporting “in-service”, “on scene”, changing of location, requests to respond to assignments, requests for medical assistance, or any other emergency should be communicated by using a primary talk group.

The primary talk groups with an assigned dispatcher are:

District	Radio displays as
District 1	DIST_1
District 2	DIST_2
District 3	DIST_3
District 4	DIST_4
District 5	DIST_5
District 6	DIST_6
District 7	DIST_7

C. SIDE TALK GROUPS

Side talk groups are designated for communicating messages between dispatchers and/or police members, when their primary dispatch talk group is unavailable to communicate and/or the primary dispatch talk group is impractical or inappropriate for the broadcast. Side talk groups may also be utilized as incident command or district console alternates.

1. Side Talk Group Restrictions

   When police members use a side talk group for administrative or emergency messages, which the dispatcher or other squad need to take cognizance of, they shall switch to a primary dispatch talk group, and rebroadcast the information to a dispatcher.

250.30 INFORMATION CAPTURE (WILEAG 9.1.5)

A. DOCUMENTATION

The TCD will document calls for service and notifications of officer self-initiated activity

in the Computer Aided Dispatch (CAD) system as a call record. The TCD may also require CAD documentation for other calls received in the TCD (e.g., medical service calls referred to MFD, TRU serviced calls, DPR serviced calls, 911 hang up calls, calls referred to other jurisdictions)

In the event of a CAD system failure, calls for service, self-initiated activity, and other calls required to be documented by TCD will be recorded via a handwritten CAD downtime form (form PR-30).

The information (if applicable) captured in the call record includes, but is not limited to:

- CAD call number;
  (WILEAG 9.1.5.1)

- Date and time of request or self-initiated activity;
  (WILEAG 9.1.5.2)

- Complainant information (name, address), when possible;
  (WILEAG 9.1.5.3)

- Type of incident;
  (WILEAG 9.1.5.4)

- Call priority;

- Location of incident;
  (WILEAG 9.1.5.5)

- Officer(s) assigned/responding;
  (WILEAG 9.1.5.6)

- Dispatch time;
  (WILEAG 9.1.5.7)

- Arrival time;
  (WILEAG 9.1.5.8)

- Return-to-service time;
  (WILEAG 9.1.5.9)

- Disposition.
  (WILEAG 9.1.5.10)

B. CALL TYPES

CAD call types are defined and published in an assignment classification manual by the TCD. This manual is available via the TCD SharePoint site.

These call types are utilized to categorize and differentiate calls for service by which the calls can be serviced by the MPD. As such, these call types may not necessarily reflect Wisconsin state statutes or Milwaukee city ordinances.

C. CALL PRIORITIES

In an effort to improve the efficiency, speed and ease of classifying calls for police service, the following priorities will be assigned to calls for service.

1. PRIORITY E (Emergency)

   Emergency situations and non-pre-emptable assignments (e.g., assists, officer down, park and walks)

2. PRIORITY ONE (1)

   Situations involving life-threatening conditions:

   a. All calls for service regarding life threatening incidents that:

      1. Are in progress;

      2. Are not in progress, but the suspect is on the scene;

      3. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., armed robbery just occurred, burglary - unknown if suspect(s) are still on the scene).

   b. Any incident of an emergency nature that threatens human life or great bodily harm (e.g., gas leak, explosive device, sniper).

   c. Any criminal incident to which an ambulance is sent (e.g., battery, sexual assault).

   d. All gunshot detections via ShotSpotter (verified detections will be immediately broadcast upon receipt by dispatchers on the radio talk group of the district involved).

3. PRIORITY TWO (2)

   Situations involving major property threatening conditions, accidents involving injury, or incidents reporting a non-specific complaint of injury or illness not as a result of criminal actions:

   a. All calls for service regarding major property threatening incidents that:

      1. Are in progress (e.g., entry to autos in progress);

      2. Are not in progress, but the suspect is on the scene;

3. Just occurred (5 minutes or less) and it is reasonable to assume that the suspect may still be in the area (e.g., theft that just occurred).

b. Any felony or misdemeanor which did not involve life threatening conditions, that recently occurred and the logical probability exists that the suspect is near the scene, in the area, or a high probability of apprehension exists (e.g., burglar alarm, drug dealing, entry to auto).

c. Accidents involving injury (e.g., personal injury traffic accidents, industrial accidents)

d. Any non-specific complaint of personal injury or illness not as a result of criminal actions (e.g., injured/sick person, check the welfare).

4. PRIORITY THREE (3)

Situations not requiring an immediate response to prevent personal injury or property loss/damage and situations indicating criminal activity for report purposes only:

a. Any incident that does not require immediate police response to prevent personal injury or property loss/damage (e.g., crash – property damage only, trouble with subject, shoplifter).

b. Any recent incident wherein the preservation of evidence or protection of the crime scene is not of an urgent nature (e.g., property damage, entry, battery).

c. Any felony or misdemeanor not in progress that does not require immediate investigation (e.g., theft, violation of restraining order).

5. PRIORITY FOUR (4)

Situations of a minor nature that do not fall within the above priorities categories.

a. Any incident that involves an apparent minor violation or offense (e.g., noise nuisance).

b. Any incident that involves non-criminal police services (e.g., escort, notifications).

c. Any incident of a minor nature, not in progress, that requires follow-up investigation (e.g., recovered property, 911 abuse).

6. PRIORITY FIVE (5) DIFFERENTIAL POLICE RESPONSE (DPR)

Any call serviced by a DPR officer with no squad response will be classified as a priority 5 (P-5).

Callers referred to DPR operations will have their call entered and documented by

the DPR officer receiving the call.

Pending calls for service referred to DPR operations will be changed to a priority 5 if DPR is able to service the call with no squad response. If the DPR referred call is determined to require a squad response, it will be classified as a priority E – 4, depending upon the circumstances of the call.

7. PRIORITY SIX (6) 911 ABUSE WITH NO SQUAD RESPONSE

   Any 1801 – 911 abuse call for service received through the Technical Communications Division that does not require a squad response.

250.35 TELEPHONE COMMUNICATIONS TO AND FROM FIELD PERSONNEL

Field personnel should not call the dispatcher by telephone, or request permission to call the dispatcher by telephone via radio or an MDC.

When the dispatcher requests a member to call by telephone or when a member needs to communicate with a dispatcher by telephone, the member shall call a Technical Communications Division supervisor REDACTED

250.40 RADIO COMMUNICATIONS TO AND FROM FIELD PERSONNEL (WILEAG 9.1.6)

A. REQUIRED CONTACT BY FIELD PERSONNEL

1. Field Personnel Coming On-Duty

   Field personnel coming on-duty shall verbally advise the dispatcher of the squad's in-service status and the number of personnel assigned to the squad (e.g., Squad 3227 - 2 person). Field personnel are expected to go in-service immediately following roll call or at the start of the assigned shift, if no roll call is held.
   (WILEAG 9.1.6.1)

2. Status Changes and Location Changes

   a. Field personnel shall promptly apprise the dispatcher of all changes in their status (e.g., on scene, in service/available).

   b. Field personnel shall notify the dispatcher of all changes in their location while on an assignment.
      (WILEAG 9.1.6.1)

3. Self-Initiated Activity

   a. Field personnel shall promptly apprise the dispatcher of any self-initiated activity (e.g., traffic stops, subjects stops).

   b. Field personnel not receiving a dispatcher's verbal acknowledgment of traffic stops via the MDC should contact the dispatcher via radio to verify the traffic stop

was received by the dispatcher.

c. Field personnel requesting to respond to any incident shall not respond until the dispatcher has advised them that their request has been approved.

d. Field personnel will request for authorization of a “lunch” through their respective dispatcher.
(WILEAG 9.1.6.1)

4. Field Personnel Dispatched to Assignments

a. Field personnel shall respond directly to assignments they receive from the Technical Communications Division. Field personnel shall advise the dispatcher of any reasons that may preclude them from responding directly to an assignment; however, they must still respond to the assignment unless directed otherwise by the dispatcher. This does not preclude the dispatcher from pre-empting a squad or unit from their present assignment to take another assignment.

b. If a supervisor believes a member who received an assignment should not respond, that supervisor shall notify a Technical Communications Division supervisor. However, the final decision regarding dispatching field personnel to assignments shall rest with a Technical Communications Division supervisor.

c. Only a captain or higher authority may overrule the decision of a Technical Communications Division supervisor regarding dispatching field personnel to assignments.
(WILEAG 9.1.6.1)

Note: In an emergency situation (as determined by the dispatcher), a squad may be dispatched without prior authorization.

5. Field Personnel On Scene

a. Field personnel on scene of an assignment shall keep their respective dispatcher informed of any status changes, notifications required by other departmental policies, and requests for additional resources.

b. Field personnel while on scene with a supervisor shall be under the authority and control of that supervisor. The supervisor in charge of the scene has responsibility for all resources at the scene.

c. When a situation arises that requires a dispatcher to seek resources from a scene that has a supervisor present, a request shall be made of the on-scene supervisor to release the required resources from their scene. If the on-scene supervisor makes a determination this is not feasible, based upon the nature and requirements of the incident, the dispatcher shall notify a Technical Communications Division supervisor. The Technical Communications Division supervisor shall work cooperatively with the on-scene supervisor to come to a

resolution.

d. On-scene supervisors must continually evaluate the need for the resources they have under their control and are responsible for placing unneeded resources back in service as soon as practicable.
(WILEAG 9.1.6.1)

6. Completion of Activity or Assignment

a. Upon completion of activity or assignment, members shall immediately report themselves in-service to their dispatcher by a verbal radio transmission of a disposition code; however, members may utilize the mobile date computer to inform the dispatcher of their status if so equipped.

b. Police members assigned to squad patrol who are unable to place themselves in-service prior to the end of their assigned shift shall, before securing from extended duty, communicate by radio to their respective dispatcher the applicable squad callback disposition code. The dispatcher shall enter the squad callback disposition code into the official record of the assignment.
(WILEAG 9.1.6.1)

B. REPORTING AND RECORDING OF OUT-OF-SERVICE STATUS OF OFFICERS

1. Absence

Officers who are absent from work will be listed as such on the squad line-ups provided by the district.

2. Field Personnel Reporting an Out-of-Service Status/Assignment

a. Field personnel shall promptly apprise the dispatcher at any time they are to be placed in an out-of-service status (e.g., court). If supervisory authorization is required for the out-of-service status/assignment, the field personnel will advise the dispatcher of the authorizing supervisor (e.g., District 3 lieutenant).

b. The dispatcher will record the out-of-service status as a call record in CAD.

c. Field personnel shall promptly apprise the dispatcher when they return to an in-service status and a disposition code for the out-of-service status/assignment.
(WILEAG 9.1.6.2)

C. PROPER CALL SIGNS

1. Identification (e.g., squad numbers)

a. On-Duty Field Personnel Identification

On-duty field personnel will be provided squad numbers for use. These squad numbers are assigned to their respective work locations and are generally based

upon work location codes.

The assignment of a squad number for use by an individual member during a tour of duty is the responsibility of the work location to which the set of squad numbers was issued. The squad numbers are designated attributes such as work location, shift, rank, specialty, etc, and should be assigned to members in accordance with the desired designations.

These squad numbers are published by the TCD and are available via the department's intranet site or the TCD SharePoint site.
(WILEAG 9.1.6.3)

b. Off-Duty Personnel

Off-duty members equipped with a radio and needing to take police action off-duty shall identify themselves via PeopleSoft number, until such time that the dispatcher can assign them a squad number for use during the duration of the incident. This off-duty squad identification number will likely be OD xx.

2. Disposition Codes

a. Police members assigned to squad patrol shall accurately provide a squad callback disposition code(s) (below) for each assignment via radio or MDC. The CAD dispatch record shall serve as the permanent record for assignment dispositions.

C1	Cleared by Arrest 18 and over	C11	State Citation(s) Issued
C2	Cleared by Arrest 17 and younger	C12	Municipal Citation(s) Issued
C3	Not Cleared - Pending	C13	Follow-up – Day Book Entry
C4	CIB Disposition (For CIB Use Only)	C14	Ordered to Appear
C5	Follow-Up (For CIB Use Only)	C15	Unable To Locate Complainant
C6	No Prosecution Desired	C18	Assignment Completed
C7	Filed Emergency Detention (ED)	C18P	Assignment Completed – Pro-Active
C8	Filed (Other)	C19	False Alarm
C8x	Filed Driver Exchange Form	C19W	False Alarm (Weather Related)
C9	Unfounded - Baseless	C20	Domestic Violence (DV) Related
C10	Advised		

Note: In most instances, one code will apply. For clarification, a maximum of three (3) codes may be used. Police members shall use "C20" in conjunction with any other applicable codes for all domestic violence related investigations. For tracking purposes, when police members provide a "C20" disposition code either by radio or MDC, the "C20" code shall be the first disposition code provided.

b. Additional CAD codes to assist in the interpretation of CAD entries.

AD	Advised Complaint	IFC	Intelligence Fusion Center
C19T	False Alarm – Training Related	IMD	Investigative Management Division
CANC	Call Cancelled	INT	Internal Affairs Division
CBAD	Call Back – Advised	LIU	License Investigation Unit

CBNA	Call Back – No Answer		MCSO	Milwaukee County Sheriff
CIB	Criminal Investigation Bureau		MFD	Milwaukee Fire Department
CID	Central Investigations Division		MID	Metropolitan Investigations Division
CNTY	County		MP	Miller Park Station
D1	District 1		ND	Narcotics Division
D2	District 2		NID	North Investigations Division
D3	District 3		NTF	Neighborhood Task Force
D4	District 4		OCD	Organized Crimes Division
D5	District 5		OUT	Other Outside Agencies
D6	District 6		SCD	Sensitive Crimes Division
D7	District 7		SF	Summer Fest Grounds
DPW	Department of Public Works		SID	South Investigations Division
DRU	Differential Response Unit		STV	Stolen Vehicles
FOR	Forensics		TCD	Technical Communications Division
FRG	Forgery Unit		TEU	Tactical Enforcement Unit
IAD	Internal Affairs Division		TRU	Telephone Reporting Unit
ID	Identification Division		VCD	Violent Crimes Division

D. INTERAGENCY COMMUNICATION

The Milwaukee Police Department (MPD) has the ability to broadcast on and monitor other city agencies (e.g., DPW) radio channels and talk groups. Additionally, the MPD has the ability to cross patch the police department's radio system with the radio frequencies of the other agency.

The MPD does not regularly monitor other city agency radio talk groups and frequencies.
(WILEAG 9.1.6.4)

250.45 CRITERIA FOR DISPATCHING PERSONNEL (WILEAG 9.1.6)

The following steps outline the criteria in reaching a decision to dispatch personnel in order to service a call. Each of the steps are listed in sequence and each should be considered as a service option before advancing to the next service step in the process.

A. ADVISING CALLS / REFERRING CALLS

Advising calls for service or referring to callers other types of service (e.g., Electrical Services, DPW) may be the fastest and most appropriate level of service for callers to receive a resolution to their request.

B. TELEPHONE REPORT UNIT (TRU)

1. Procedures

a. Members receiving calls for service falling within the guidelines specified in this SOP shall refer callers to the TRU during the hours the unit is operational.

b. Officers sent to calls for service which fall within TRU guidelines shall enter an incident report in the automated reporting system (ARS). Police officers shall not direct the citizen to contact the TRU to file the report.

2. Staffing

   Sufficient personnel shall be assigned to the Technical Communications Division for the purpose of receiving and entering reports within the guidelines specified in this SOP. Members so assigned shall comprise the Telephone Report Unit.

3. Hours of Operation

   The TRU shall be in operation 24 hours a day.

4. Referral of Callers to the TRU

   Members receiving calls for service falling within these guidelines shall inform citizens that the TRU will:

   a. Facilitate immediate reporting.

   b. Provide district squads with access to the report for follow-up investigation.

   c. Provide complainants with an incident report number and a copy of the incident report to expedite insurance claims.

   d. Enable officers to respond to emergency/priority assignments in their respective areas. Upon advising citizens of this information, members shall transfer the caller to the TRU.

5. Misrouted Calls to the TRU

   TRU members that receive calls that they believe are misrouted shall take the preliminary information concerning the incident and then contact a supervisor at the Technical Communications Division who will determine whether to send a squad to the scene.

6. Call Screening Guidelines

   Criteria to qualify for telephone reporting shall be based on negative answers to the following questions:

   a. Is life or property in danger?

   b. Has an injury been sustained?

   c. Is the crime in progress?

   d. Did the crime just occur (e.g., within 5 minutes)?

   e. Is there evidence at the scene?

   f. Is the suspect present?

g. Is the suspect/vehicle known (e.g., name, address, telephone number, or license plate number)?

h. Does the estimated or actual value of the lost, damaged, or stolen property exceed $2,500?

If there is a reasonable doubt concerning this criteria, TRU shall contact a TCD supervisor. The TCD supervisor will determine the proper processing of the call (e.g., sending a squad to the scene or have TRU service the call).

7. Authorized TRU Reports

a. Criminal Damage to Property

Any damage to property where entry is not gained and damage does not exceed $2,500.

b. Criminal Damage to Vehicle

Any damage to the outside of a locked or unlocked vehicle, if the damage does not exceed $2,500 and the steering column/ignition is not damaged.

c. Lost Property

Property lost within the city of Milwaukee, not exceeding $2,500 in value. Reports are not taken on lost drivers' licenses.

d. Other Thefts

Thefts from yards, open garages, parks, areas open to the general public, and drive-offs, provided that the value of the property taken does not exceed $2,500.

e. Reporting Property Lacking Serial Numbers

The TRU may take serial numbers of property reported previously.

f. Supplementary Reports for Additional Items of Loss

Supplements that contain an excessive number of items (at the discretion of a TCD supervisor) or totaling more than $2,500 shall be filed by a member at a district station.

g. Theft from Vehicle

Any theft from a vehicle wherein the value of the property stolen does not exceed $2,500 and the damage to the vehicle does not exceed $2,500.

h. Theft of License Plates

1. Reports of stolen Wisconsin license plates may be taken only in those incidents involving the theft of both plates, unless only one plate was issued for the vehicle, as in the case of a motorcycle.

2. Reports involving out-of-state plates must include the state of issue, number of plates issued and number of plates taken.

3. License plate renewal stickers.

i. Harassing or Obscene Phone Calls

Reports of harassing phone calls may be taken when:

1. The suspect is unknown.

2. The calls are non-threatening.

3. The victim does not have Caller ID.

4. The victim does not have a tape recording of the conversation (answering machine).

j. Financial Transaction Card Crimes

Financial transaction card crimes without a known suspect and having no fraudulent activity can be filed by TRU (e.g., lost credit cards).

Use of a credit/debit card number without the card cannot be handled by the TRU.

Note: If TRU personnel believe a squad should be dispatched they shall consult with a Technical Communications Division supervisor who will determine the appropriate response.

C. DIFFERENTIAL POLICE RESPONSE (DPR)

The DPR program utilizes officers to service calls via telephone. The DPR program service calls for service which would have normally been a priority 3 or 4 in nature, but do not otherwise require a squad response by policy (e.g., not battery DV, entry). The SDO program services call at schools while the DPR program services calls at all other locations.

With the following exceptions, calls which would have otherwise required a priority 3 or priority 4 squad response, can be referred to the DPR program:

1. Entries/burglaries;

2. Domestic violence related calls (e.g., battery dv);

3. Preservation of a crime scene is required.

For further details and clarification regarding the DPR program, see the DPR SOI.

D. POLICE RESPONSES

1. Number of Personnel Suggested

In determining the number of officers to dispatch to a given assignment, the dispatcher should consider such factors as whether or not the crime is in progress or has just occurred, if the actor(s) is still on the scene, if violence is involved or if there is a proclivity to violence, the number of subjects involved, the age of the subjects involved, and the availability of police personnel. If subjects are violent, are still on scene, or if an act has just occurred, two officers should be dispatched when available.

The following chart should be referred to as a guide for allocating personnel for various types of assignments, as every assignment presents a unique set of circumstances:

Reference: 1=1 Officer 2=2 Officers +S=send Sergeant also

ABAND/STOLEN PROP	1	DOE	1+S	LOUD MUSIC – RES	1	ROBB ARMED	2+S
ABDUCTION	2+S	DRUG DEALING	2	LOUD MUSIC – VEH	1	ROBB ST ARM	2
ACC PI	1	ENTRY	1	LOUD MUSIC – OTHER	1	SCHOOL CROSSING	1
ACC PI HWY	Sheriff+1	ENTRY AUTOS	1	MAIL-RUN	1	SEX ASST	2
ACC PDO	1	ESCORT	1	MARINE VIOL	1	SHOOTING	2+S
ACC PDO HWY	Sheriff+1	ESP TARGET ESCORT	2+S	MED-RUN	2	SHOPLIFTER	1
ACC UNKN INJ	1	EXPLOSION	2+S	MEET PD/OTHER	1	SHOTS FIRED	2
ACC UNKN INJ HWY	Sheriff+1	EXPLOSIVES	2+S	METH LAB	2	SHOTSPOTTER	2
ADDL INFO	1	FALSE FIRE ALARM	1	MFD SECURITY	2	SOLICITING	2
AIRCRFT DWN	2+S	FAMILY TROUBLE	2	MISSING CHECK	1	STOLEN VEH	1
ALARM ON BUS	2	FIGHT	2	MISSING REPT	1	SUBJ IN WATER	2
ALTERED CURRENC	1	FIRE	2+S	MISSING REPT CRIT	1+S	SUBJ WANTED	2
ANIMAL BITE	1	FIREWORKS	1	MISSING RETURN	1	SUBJ WITH GUN	3
ASSIGNMENT	1-4	FLOODING	1	MO	2	SUBJ WITH WEAP	3
ASSIST AN OFFICER	2+S	FORGERY	1	MOST WANTED (MKE)	2	SUICIDE ATTEMPT	2
ASST FIRE/AMB	2+S	FRAUD CREDIT CARD	1	MPD MONITORED ALARM	2+S	SUSPICIOUS – OTHER	2
BATTERY	2	FRAUD	1	NOISE NUISANCE	1	SUSP PACKAGE/DEVICE	2
BATTERY CUTTING	2	GAMBLING	2	NOTIFICATION	1	SUSP PERS/AUTO	2
BATTERY DV	2	GANG	2	OAI/INTOX DRIVER	1	TAVERN VIOLATION	2+S
BB GUN CMPLNT	2	GAS LEAK	2+S	OFFICER SHOT	2+S	THEFT	1
BOMB THREAT	2+S	GRAFFITI	1	OPEN HYDRANT	1	THEFT VEHICLE	1
BURG AUD/SIL	2+S	HAZ WASTE MAT	2+S	OVERTURNED BOAT	2	THREAT	1
CALL FOR POLICE	2	HOLDUP ALARM	2+S	PARKING TROUBLE	1	TORNADO TCHDWN	2+S
CALL BY (10-21)	1	HOSTAGE SIT	2+S	PHONE CALL CMPLNT	1	TRAFFIC HAZARD	1
CAR CHANGE	1	IND EXPO	2	PICKUP PARTNER	1	TRESPASSER	2
CAR CHECK	1	INJ PERSON/SICK	1	PRISONER TRANS	2	TRBL W/JUV	2
CHILD ABUSE	2	ISS WORTH CHECK	1	PROP DAMAGE	1	TRBL W/SUBJ	2
CHILD CUSTODY	2	JUV CONVEY	2	PROP PICK-UP	1	TRUANT	2

CHILD NEGLECT	2	LAN/TEN TRBL	2	PROWLERS	2	UNDEFINED	1-4+S
CITIZEN CONVEY	1	LOITERING	2	RECK USE WEAP	2	VEH MAINTAIN	1
CONT DEL MINOR	2	LOCKOUT	1	RECKLESS VEH	1	VIOL REST ORD	2
CONVEY PROP	1	LOOSE ANIMAL	2	RECOVERED PROP	1	WATER MAIN BRK	1
CRUELTY ANIMAL	1	LOST CHILD	1	RECOVERED VEH	1	WELFARE CITIZEN	2
DEMONSTRATION	2+S	LOUD MUSIC – BUS	1	REPORT TO (10-22)	1	WIRES DOWN	1

Note: This section is for suggested responses and does not supersede other procedures and instructions related to specific situations. (WILEAG 9.1.6.5)

2. Supervisors Required at Specific Incidents

   A supervisor shall respond to the following assignments:

   a. Any incident where there is a likelihood of life-threatening injury or death; or where death has occurred (e.g., assignments categorized as dead on entry-DOE, fire, shooting, suicide, traffic fatality).

   b. Any incident required by department policy (e.g., squad accidents, pursuits, use of force, licensed premise violation, implementation of ICS, alarms received on government buildings/installations, an injured police member).

   c. When requested by a police member.

   d. When requested by a dispatcher to perform a supervisor-specific function (e.g., to check on a squad's status at an assignment).

   e. Any incident involving a department member while off-duty that requires a police response. Such incidents shall be investigated by a member of higher rank except for members assigned to the Internal Affairs Division.

   f. The responding supervisor shall ensure the police response is handled appropriately and determine whether any procedural violations may have occurred that would require additional investigation.

      1. Incidents involving off-duty police members shall be brought to the attention of the on-duty shift commander of the district in which the incident occurred as soon as practicable.

      2. The responding supervisor shall file form PM-9 *Department Memorandum* regarding the incident. The report shall include the day, date, time and location of the response, the reason for the police response, the disposition of the response, and the determination of the member's fitness for duty. The report shall be forwarded through the chain of command to the Internal Affairs Division.

      3. If a police member's fitness or role in an incident comes into question during an investigation, the supervisor shall report this fact to the next highest-

ranking on-duty supervisor at the district in which the incident occurred. The field inspector should be notified in instances where the next highest rank is unavailable.

250.50 EMERGENCY OPERATION PROCEDURES

A. EMERGENCY CALL RESPONSE MODES

Police members shall use emergency warning equipment in accordance with applicable statutes.

1. Technical Communications Division personnel assigning police members to respond to calls for assistance may, in addition to providing all other pertinent information, designate the response mode to notify the assigned police member of the seriousness of the situation.

2. The district commanding officer or field inspector may override the direction of Technical Communications Division personnel and order a police member to use a different response mode if deemed to be necessary under the circumstances.

B. REQUESTS FOR ADDITIONAL PATROL UNITS

1. When a police member in the field is involved in any situation where help is needed, they must be aware that a nonspecific request will result in an uncoordinated response. This may result in a greater hazard to life and property than the originating incident. This hazard may be minimized when possible by giving the following information:

   a. Unit number;
   b. Exact location;
   c. Reason for the request;
   d. Specify “emergency” if required (10-17);
   e. Specify “backup” if required;
   f. Number of units required to handle situation;
   g. Safe entry route;
   h. Description of suspects and direction of travel.

2. The police member making the request shall remain near the radio long enough to determine if the call has been received by the Technical Communications Division. Additionally, the police member shall establish a radio command post as soon as possible to provide status reports, coordinate the efforts of arriving units, and confirm that adequate assistance actually arrives.

3. All responding units shall identify themselves to the dispatcher.

4. Primary response units shall proceed to the designated location/command post in accordance with the response mode specified. They shall give the Technical Communications Division an estimated time of arrival based on distance, traffic, and weather conditions.

5. Primary response units shall immediately notify the Technical Communications Division upon arrival at the scene and provide a status report as soon as possible.

6. Upon receipt of a termination notice, responding units shall discontinue emergency operation and return to their assigned area unless specifically requested to continue to the location under normal driving conditions.

C. TECHNICAL COMMUNICATIONS DIVISION RESPONSIBILITIES

1. Receive and record all incoming information on the call for assistance.

2. Dispatch appropriate field personnel and notify the field supervisor of action taken.

3. Control all radio communications during the emergency.

4. Coordinate assistance under the direction of the field supervisor.

5. Continue to monitor the situation until it has stabilized or terminated.

D. SUPERVISORY RESPONSIBILITIES

1. The field supervisor, upon notification of a request for emergency assistance, shall note the classification/designation assigned by the Technical Communications Division, and shall change the directed response mode if a different response mode is called for.

2. The field supervisor shall monitor the response until it has stabilized or terminated and assert control by directing specific units into or out of the response if necessary.

3. Upon being notified that an emergency response has been initiated, the field supervisor shall verify the following:

   a. Proper response classification has been made.

   b. No more than the required number of units is involved in the response.

   c. The shift commander and affected allied agencies are being notified.

250.55 FORMAL DECLARATION OF INCIDENT COMMAND

A. USE OF THE INCIDENT COMMAND SYSTEM (ICS)

The conceptual organizational principles, responsibilities and expectations of ICS lay the foundation for all MPD patrol operations.

1. Certain complex situations require a formal declaration of ICS. This declaration alerts the department-at-large that a special plan has been put into place to ensure the department's response is coordinated, effective, efficient, and safe.

2. Formal declaration of ICS can be made by an officer, detective or supervisory officer. The police member making the declaration will be known as the incident commander (IC). Dispatchers are responsible to declare incident command and assign an IC in the absence of other supervisory direction.

3. Situations Requiring Formal Declaration

   a. Any assignment with 4 or more units responding.

   b. Assists to police, fire or ambulance.

   c. Certain critical incidents (as listed below).

   d. Any situation deemed appropriate.

4. Critical Incidents:

Aircraft down	Hostage situation
Officer shot or serious injury	Fire
Shooting	Bomb threat
Sniper	Explosion
Crowd control	Hazardous material emergency
Demonstrations	Tornado / Natural disaster

B. RESPONSE PROCEDURE FOR PATROL UNITS

All squads and units shall have their response authorized by the dispatcher. Unless directed otherwise, once a command post has been established, all personnel responding to the scene shall first report to the command post for assignment.

C. RESPONSE PROCEDURE FOR SUPERVISION

1. When the first on-scene officer is declared IC, incident command will transfer to the first on-scene supervisor. Senior officers and detectives may become IC if supervisors are delayed in arriving.

2. A coordinated transfer of IC to a district patrol sergeant will follow as soon as possible.

3. The district patrol sergeant will remain IC unless specifically assumed by a supervisor of higher rank or a coordinated transfer of command is made.

4. Once the scene of an “assist” to police, fire, or ambulance has been stabilized, the responding supervisor shall cancel all unnecessary resources from responding and expedite undedicated resources back in-service.

D. PROCEDURES FOR COMMUNICATIONS

1. The IC must communicate to the dispatcher for CAD entry (dispatchers will prompt,

if necessary):

a. Squad number of the current IC.

b. Any change in the identity of IC.

c. Command post location.

d. Staging area location.

e. Safe entry route.

f. Perimeter(s).

2. Dispatcher will Broadcast:

a. Command post/staging area location.

b. Safe entry route.

c. Perimeter(s).

d. Confirmation of incident.

e. Communications channel restrictions.

3. Formal ICS can be assumed to be declared when radio transmissions (in effect) state:

a. Squads ‘be advised’ incident command is declared at the (incident). Squad (number) is the IC. Other units require acknowledgement before responding.

b. 10-4 squad (number), check in with (the IC, CP or staging) at (location), angle park if possible.

4. Radio Communications

a. Once ICS has been implemented at a particular scene, all communications (e.g., radio, telephone) regarding that incident shall go through the IC or the command post. Members shall refrain from the practice of calling individual members and shall instead route all requests and information through the IC or the command post.

b. All personnel deployed to the scene shall monitor the designated ICS talk group unless otherwise directed by the IC or command post.

c. When necessary, communications on other channels for brief periods are authorized with the expectation that the affected unit shall return to the designated ICS talk group as soon as practicable.

250.60 EXPIRED ASSIGNMENTS AND INTER-DISTRICT DISPATCHING

It is primarily the responsibility of the shift commanders to manage their own resources and calls for service.

A. EXPIRED PRIORITY E, 1, AND 2 CALLS FOR SERVICE

1. TCD Responsibilities

a. Dispatchers

In the event of an expired priority E, 1, or 2 assignment(s), dispatchers will notify a TCD supervisor and take the following steps to locate a squad to service the call for service:

1. Attempt to elicit a squad response for the assignment by placing the preliminary information over the air, for example, “All squads, be advised of the _____ at the address of_____”.

2. Pre-empt squads from lunch, lower priority assignments, assignments in which the situations have been stabilized by the squad(s), out-of-service assignments, traffic stops, field investigations, and backups/assists which have been stabilized and may be resolved.

   If ICS has been enacted or a supervisor is on scene, the IC or supervisor should be contacted and asked for which squads can be released.

   The dispatcher has the authority and responsibility to pre-empt any squad off of an assignment when deemed necessary.

3. Send a sergeant to the assignment.

4. Again, attempt to elicit a squad response for the assignment by placing the preliminary information over the air, for example, “All squads, be advised of the _____ at the address of_____”.

5. Dispatch any squad to the assignment, regardless of DPM or other specialty assignment, to stabilize the situation (e.g., ensure the incident is no longer in progress or any further injury or harm has been prevented) until another squad can be sent as relief.

b. TCD Supervisors

When a TCD supervisor is notified of or detects expired priority E, 1, or 2 assignments, the supervisor is expected to begin to take measures to ensure a timely response can be generated.

To manage the expired assignments, a TCD supervisor should take the following actions:

1. Review the steps taken by the dispatcher and ensure all dispatcher steps have been attempted.

2. Contacting the district shift commander(s) of the affected district(s) directly via telephone and inform the shift commander of the observed problem. The TCD supervisor(s) and shift commander(s) are expected to work cooperatively for a solution to service the expired assignments. This notification will be documented in the TCD daybook.

3. If the expired priority E, 1, and 2 assignments have not been serviced within 15 minutes of the district shift commander's notification, the TCD supervisor will contact the field inspector regarding the need for inter-district dispatching and present them with options. If approved, the TCD supervisor shall attempt to utilize squads within the same geographic investigations division, before utilizing squads from other respective geographic investigations divisions. Additionally, the TCD supervisor shall contact the respective district where squads will be dispatched from and inform them of the inter-district dispatching being performed.

   The inter-district dispatching of squads will be documented in the TCD daybook.

4. If circumstances prevent inter-district dispatching, or inter-district dispatching does not resolve pending expired assignments, the TCD supervisor will contact the field inspector for further guidance and instruction.

B. EXPIRED PRIORITY 3 AND 4 CALLS FOR SERVICE

1. TCD Responsibilities

   a. Dispatchers

      Dispatchers will notify a TCD supervisor of expired priority 3 and 4 calls for service.

C. EXPIRED PRIORITY 3 ENTRY CALLS FOR SERVICE

1. TCD Responsibilities

   a. TCD Supervisors

      1. When a supervisor observes or is notified of a priority 3 pending for approximately 30 minutes without being dispatched, the TCD supervisor will ensure DRU has performed his/her 30 minute callback to the caller and is documented in the CAD record.

      2. When a supervisor observes or is notified of a priority 3 pending for approximately 60 minutes without being dispatched, the TCD supervisor will ensure DRU has performed his/her 60 minute callback to the caller and is

documented in the CAD record.

Additionally, the TCD supervisor will attempt to contact the district shift commander by phone in order to cooperatively identify a squad that can service the entry.

- If a squad is identified to handle the assignment, the supervisor will notify the dispatcher accordingly and have the squad dispatched.

  The contact of the district shift commander and resolution will be documented in the TCD daybook.

- If a TCD supervisor cannot contact a district shift commander within a reasonable period of time (e.g., 15 min), the TCD supervisor will find a squad to service the burglary by using his/her best judgment on whom to pre-empt. The TCD supervisor will notify the dispatcher accordingly and have a squad dispatched.

  The contact of the district shift commander and resolution will be documented in the TCD daybook.

- If a TCD supervisor contacts a district shift commander and cannot cooperatively identify an available car to send (even after thinking creatively based upon the staffing of the district), the TCD supervisor will advise the dispatcher to provide such documentation of this in the CAD record (e.g., '[redacted] notified of 60 minutes status. Per 4 lieutenant they are not pre-empting"). In this case the CAD record will reflect that TCD made 2 DRU call backs, that [redacted] was notified, and that a district shift commander decided against pre-empting any of their squads. The CAD record will reflect that the TCD has taken all reasonable actions to service the priority 3 call.

  The contact of the district shift commander and lack of a resolution will be documented in the TCD daybook.

Our goal is to provide additional review of pending priority 3 entry complaints, establish a simple process in place that allows the TCD to assist the districts in managing call backlogs, and to reduce the probability that a citizen will have to wait more than 90 minutes for a squad to arrive at a priority 3 burglary. The process documents the steps we have taken, but the primary concern should be to work creatively at solving the problem.

D. STACK UNITS

1. Stack units may be assigned at each police district to reduce the rate of minor calls for service handled by immediate mobile response and to assure that calls for service of greater urgency receive priority treatment.

2. Stack units may be designated by a dispatcher with approval from the district shift

commander or designated immediately by a Technical Communications Division supervisor.

3. Members assigned to stack units shall be used primarily for stack assignments but will be subject to receiving other calls when necessary.

4. Members so assigned shall keep the dispatcher informed of all changes in status. When assigned to more than one assignment, such members shall inform the dispatcher as each assignment is completed and then proceed immediately to the next assignment.

Note: For the purposes of this section, stack units may be considered field response units or DPR personnel.

250.65 SQUAD MANAGMENT

A. NON-ARREST ACTIVITIES AT WORK LOCATIONS

Members are expected to remain in their assigned area of responsibility during their tour of duty notwithstanding the need to use the restroom or conduct other official business at his/her work location.

1. Generally, supervisors shall ensure that only one police member or one squad is inside the work location at any time for non-arrest related matters.

2. With justification, supervisors may authorize more than one member or one squad to be inside the work location.

3. Nothing in this procedure restricts supervisory authority to request members report to a work location for legitimate supervisory reasons.

250.70 RESOURCE AVAILABILITY FOR COMMUNICATIONS PERSONNEL (WILEAG 9.1.7)

A. CURRENT OFFICER IN CHARGE

The TCD supervisor office will have a command staff roster on hand which indicates the officer(s) in charge for given dates and times.

TCD supervisor office will also have contact information available for command staff members.
(WILEAG 9.1.7.1)

B. SQUAD LINE-UPS

All shift commanders or their designee at work locations conducting roll call shall ensure a preliminary line-up is placed in the MPD (N:) drive “Lineup” folder at least 16 hours prior to the start of the shift. A final line-up shall be placed in the MPD (N:) drive “Lineup” folder as soon as practicable, but no later than 15 minutes after the start of the shift. Line-ups placed in the MPD (N:) drive “Lineup” folder shall include all personnel

assigned to the shift, duty hours, squad/unit numbers, employee ID numbers, and any special traits or capabilities of a member assigned to the squad (e.g., female, Spanish translator, intoximeter operator). All special assignments, directed patrol missions (DPM's), and out-of-service statuses must be included.
(WILEAG 9.1.7.2)

C. CONTACT INFORMATION OF AGENCY PERSONEL

TCD supervisors have access to the contact information of all department personnel through the PC roster on the department's intranet home page.
(WILEAG 9.1.7.3)

D. MAPS AND OTHER INFORMATION COVERING THE AGENCY'S SERVICE AREA

1. Maverick Map

Each CAD workstation has a computerized map display (Maverick Map). This map receives information from the CAD system and visually displays units and calls for service on the map.

a. Call Flags

Call flags contain the location of the call, call type, and call number. The call flags are also color coded to the priority of the call. The priorities and colors are as follow:

Priority E	Orange
Priority 1	Red
Priority 2	Blue
Priority 3	Green
Priority 4	Black
Priority 5	Maroon
Priority 6	Gray

b. Unit Flags:

Unit flags contain the squad number and are color coded to the status of the unit. The status and colors for unit flags are as follow:

Available	Black
On Scene	Green
En Route	Maroon
Transport	Pink
Staged	Orange

2. Hard Copy Maps

The TCD will have hard copy maps available for telecommunicators and dispatchers in the event of a computer malfunction which affects the display of the

Maverick map.
(WILEAG 9.1.7.4)

3. District Special Service Requests

Each district captain may request unique service responses to calls within their districts based upon call type and/or geographic location. Once approved by the TCD commanding officer or designee, the requests will be designated as district special servicing requests and disseminated to TCD members via handouts at each workstation and the TCD SharePoint site. It is the responsibility of each TCD member to review these requests on a regular basis and service calls for service accordingly.

District special service requests will expire 90 days after approval by the TCD commanding officer. Requests may be resubmitted by district captains to extend the requested service.

E. OFFICER STATUS INDICATORS

The CAD system utilizes colors and special characters (before and after squad numbers) in various CAD windows to indicate the status of squads.
(WILEAG 9.1.7.5)

The status for the special characters and colors of units are as follows:

Color	**Status**	**Special Character**	**Status**
Black	Available	%	Two Person
Green	On Scene	>	On Scene
Maroon	En Route	-	Logged Off
Pink	Transport	“	Logged on to MDC
Orange	Staged	<	Outside DAREA
		^	Remain in service
		a	Automatic Vehicle Location (AVL)

F. PROCEDURES AND CONTACT INFORMATION FOR SECURING SUPPORT SERVICES FROM OUTSIDE AGENCIES/RESOURCES

1. Requests for Mutual Aid by the Milwaukee Police Department

a. All requests for mutual aid or assistance made to another jurisdiction shall be made by the Chef of Police or designee.

b. If circumstances permit, the request shall be made by official letter signed by the Chief of Police or designee. In the event of an emergency, the request may be made by telephone, followed as soon as practicable by facsimile and official letter.

(WILEAG 9.1.7.6)

2. Contact Information

   The TCD will supervisor's office will maintain a list of contact information for outside agencies and resources.

250.75 IMMEDIATE PLAYBACK CAPABILITY (WILEAG 9.1.8)

The TCD is responsible for creating audio recordings of calls received through the telephone numbers 911, 414-765-2323, or 933-4444, and radio communications. The NICE Inform is the system which stores and is utilized in the creation of these audio recordings.

A. SECURITY OF RECORDINGS

1. Limitations for access

   a. The commander of the TCD will determine which TCD members will be given access and log on IDs and passwords to the NICE Inform system.

   b. Members who are given access to NICE shall have individual, unique login IDs for NICE.

   c. Members shall sign in as themselves and not share their IDs and passwords to other users.
   (WILEAG 9.1.8.1)

2. Documentation of Recordings Made

   The TCD will document the recordings made, and will retain this documentation in accordance with the department's record retention schedule.

B. RETENTION OF RECORDINGS

The Technical Communications Division, in compliance with state open record laws, keeps certain audio and video files for the standard retention period of at least 120 days.
(WILEAG 9.1.8.2)

C. PROCEDURES FOR REVIEWING RECORDINGS

1. Audio File Requests

   a. In order to request an audio file of either phone calls or radio transmissions, an *Audio File Request* (form PA-2) must be filled out, signed by a supervisor, and faxed to the Technical Communications Division for processing. Requests are usually processed within 3 days, members requiring faster service must note this on the request.

b. Cassette tapes and/or compact discs of audio files will not be sent via interdepartmental mail. They must be picked up in person. The requestor may request an audio file be sent via departmental email.

c. Formatting

When audio recordings are required, each of the following formats will be created and provided to the requestor:

i. Audio files (e.g., 911 calls, squad radio communications) which relate to the particular issue/call and can play in succession with "dead" air time removed. A time sheet will be provided with these files, which lists a date and time stamp for the start time of each audio file provided.

ii. An audio recording (e.g., 911 call, squad radio communication) which has not been filtered, edited, or altered and plays in real time (with all "dead air" time, etc). An original date and start time will be provided for the file.

2. Video File Requests

a. In order to request a video file, a *Video File Request* (Form PV-10E) must be filled out, signed by a supervisor, and faxed to Open Records.

b. The requesting member will be contacted via email when the video is available for pickup.

c. If a copy is made, the master file shall be retained longer and you will be contacted in the future to determine the status of the file.

3. External Audio and Video Requests

Any external or public requests for audio or video files will be referred to the Open Records for processing.

Note: If an immediate retrieval of audio or video files is necessary as part of an investigation, the shift commander in the district of occurrence or the member of the respective geographic investigation division responsible for the investigation will notify a Technical Communications Division supervisor to process the request.

4. Critical Incidents

The TCD will produce audio recordings communications relating to critical incidents. (WILEAG 9.1.8.3)

250.80 CRIMINAL JUSTICE INFORMATION SYSTEMS (WILEAG 9.1.9)

Department members will utilize local, state, and federal criminal justice information systems in accordance with MPD SOP 680 – Computer Equipment, Applications and

Systems.

"Wanted checks" for field personnel will be performed via the member's MDC or through a designated console operator. "Wanted checks" for field personnel will not be performed through the TCD.

250.85 INTER-JURISDICTIONAL COMMUNICATIONS (WILEAG 9.1.10)

The Radio Communications Sections (RCS) will ensure the department has the necessary equipment to access inter-jurisdictional, regional, or area law enforcement radio systems. The RCS will ensure this equipment is properly maintained and in proper working order.

A. PURPOSE

The Milwaukee Police Department (MPD) has the ability to cross patch the police department's radio system with the radio frequencies from another agency. The cross patch enables MPD radio users to monitor and/or talk with other agencies via our radio system.

B. AUTHORIZATION

The IC of a declared incident, with police radio communications operating on a restricted talk group, who desires to initiate a cross patch shall contact a Technical Communications Division supervisor to request the link.

C. IDENTIFICATION OF MILWAUKEE POLICE SQUADS

1. The dispatcher shall announce when a cross patch has been established and MPD squads must identify themselves in a manner that is clear to all departments and communications centers.

2. In these instances, MPD members shall state "Milwaukee Police" before stating their squad number (e.g., "Squad 3322" becomes "Milwaukee Police Squad 3322"). Police members must use "plain talk" during radio transmissions when a cross patch is active. Absolutely, no 10-codes or C-codes are to be used.

3. Other agencies shall identify (or be advised to identify) themselves by agency and unit number.

D. MEMBER'S RESPONSIBILITIES

In no way does the cross patch between MPD and other agencies relieve police members from adhering to MPD procedures or to the instructions of MPD supervisors/commanders.

E. COUNTY RADIO SYSTEM REDACTED

1. Composition

There are [redacted] talk groups which comprise the county radio system: [redacted] These talk groups are under the control of the sheriff's dispatcher.

In addition to our department, law enforcement agencies on the [redacted] include:

Village of Bayside
Bayside
Fox Point
River Hills
City of Brown Deer
City of Cudahy
City of Franklin
Village of Greendale
City of Greenfield
Village of Hales Corners
Milwaukee Police Department
North Shore Central Dispatch
North Shore Fire Department
Whitefish Bay Police Department
Shorewood Police Department
Glendale Police Department
City of Oak Creek
Milwaukee County Paramedic Base
Racine County Sheriff's Department
City of South Milwaukee
City of St Francis
WI State Patrol – Waukesha Post
UW-Milwaukee
City of Wauwatosa
City of West Allis
Village of West Milwaukee

2. Regulations for the use of the County Radio System

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

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250.90 MISDIRECTED EMERGENCY CALLS (WILEAG 9.1.11)

A. EMERGENCY CALLS (INSIDE OUR JURISDICTION SERVICE AREA) RECEIVED ON NON-EMERGENCY (ADMINISTRATIVE) LINES

If a call requiring emergency services is received on a non-emergency line other than (414-933-4444), the call will be transferred to a police telecommunicator for service and processing (transfer to "9911" on the department phone).

Note: Non-emergency calls received at MPD work locations other than TCD which require non-emergency service via a police telecommunciator can be transferred to "0" on the department phone.

B. MISDIRECTED CALLS FROM OUTSIDE JURISDICTIONAL AREAS

Emergency and non-emergency calls which are misdirected to the TCD or other work locations (e.g., the district stations) from outside jurisdictions will be transferred to the appropriate jurisdiction if able to be determined.

If the call is an abandoned 911 call, the appropriate jurisdiction, if determined, will be notified of the call.

250.95 ALARMS (WILEAG 9.1.12)

A. PRIVATE SECURITY BURGLARY ALARMS

See MPD SOP 280 Alarms

B. HOLD UP ALARMS

The Milwaukee Police Department will respond to all hold up alarms in the city of Milwaukee.

REDACTED

REDACTED

REDACTED

Assignments related to these alarms shall be entered at the direction of a TCD supervisor or lead police telecommunicator.

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

REDACTED

7. The TCD alarm officer or designee shall communicate with the requesting member as soon as practical regarding the availability and/or the date and

time when the alarm will be installed.

8. The shift commander or a supervisor designee of the requesting member shall arrange to accommodate the security needs at the installation location if necessary.

REDACTED

REDACTED

REDACTED

c. Removal Procedures

1. The TCD alarm officer or designee shall make monthly contact with the commanding officer that approved the alarm installation via department email (to include copying the member that requested the deployment of the alarm) to determine if the alarm is still needed at the location and to determine any additional timeframe that the alarm is needed if necessary.

2. When the alarm is ready to be removed from the deployed location, the responsible commanding officer or designee will notify the police alarm officer or designee via department email to request the date the alarm is to be removed from the location.

3. Upon receiving alarm removal authorization from the responsible commanding officer or designee, the TCD alarm officer or designee will communicate via e-mail with the RC supervisor to arrange the following alarm removal procedures:

   - Schedule an alarm removal date.

   - Document the name of the RC technician removing and returning the alarm and all alarm parts to the RC inventory. REDACTED

- Document the date when the REDACTED removal process will be completed.

- Document the identification number of the REDACTED and returned to RC inventory.

4. When the removal process is completed, the TCD alarm officer or designee shall update the "Alarm Removal Information" section on the original copy of the REDACTED with all the required information.

5. The TCD supervisor shall ensure that the alarm is deleted from CADS as a pre-programmed alarm as soon as practical and update the "Alarm Deleted from CAD" section on the copy REDACTED located in the TCD sergeant's office with all the required information.

6. The TCD alarm officer or designee shall ensure that the alarm CADS deletion information that is documented on the copy of the REDACTED located in the TCD sergeant's office is copied on the original (form PC-50).

REDACTED

REDACTED

b. Installation Procedures

1. All requests for a REDACTED The PC-50 must be approved by the requesting member's commanding officer and hand delivered to the TCD sergeant's office.

2. Installation request must fit the criteria as outlined in SOP 280.40(A)(1).

3. The TCD shift supervisor will determine the panic alarm request eligibility by ensuring that one of the panic alarm request criteria are met, and check for Scout Panic Alarm unit availability.

4. Upon ensuring that one of the criteria's are met, the TCD supervisor shall make arrangements with the requesting department member for the which shall also include assisting the member in alarm programming and testing while at TCD. The panic alarm programming and testing is to be done prior to deploying the alarm at the specific location (a copy of basic REDACTED programming instructions is located inside the panic alarm unit).

5. In the event there are no available REDACTED or if the number of REDACTED requests exceeds the number of units available, the TCD shift commander or supervisor designee will determine the priority of the allocation of the REDACTED as they become available.

6. The TCD supervisor that receives the installation request will file a copy of the original form (form PC-50) in the TCD sergeant's office. The TCD supervisor shall forward the original form to the TCD alarm officer or designee.

7. The TCD alarm officer or designee shall file the original copy of the [redacted] in the TCD alarm office and will update the form when needed.

8. When the alarm programming and testing is successfully completed at TCD, the requesting department member will deliver and deploy the [redacted] at the location as specified on the submitted PC-50. The member shall conduct another test from the site where the alarm will be deployed to ensure adequate cell phone coverage, and to range test the alarm's [redacted].

9. Upon verification of a successful test alarm from the alarm site by the TCD supervisor, the TCD supervisor shall promptly enter the new [redacted] location into CADS as a pre-programmed alarm. The TCD supervisor shall document this information in the designated area titled "Alarm Entered into CAD" on the REDACTED on file in the TCD sergeant's office.

10. The TCD alarm officer or designee shall ensure that the alarm CADS entry information that is documented on the copy of the REDACTED located in the TCD sergeant's office is copied on the original (form PC-50).

c. Removal Procedures

1. It shall be the responsibility of the department member that deployed and installed the alarm to communicate with the alarmed location's responsible person to arrange for the department member to remove the alarm and panic sensor(s) from the location. After removing the alarm and sensor, the member shall promptly return all alarm parts to the TCD sergeant's office.

   Note: If the responsible member is not available to remove the alarm, the responsible member's shift commander shall designate a member for the removal of the alarm and all REDACTED and have the items promptly returned to TCD.

2. All other removal procedures shall follow the same removal guidelines set forth in section 250.80(C) (excluding sub section 3) of this standard operating procedure.

250.100 FIRST-AID INSTRUCTION (WILEAG 9.1.13)

Under normal circumstances, TCD members are not authorized to provide first-aid instruction via telephone or radio.

Calls for service and activity requiring first aid and/or medical services will be connected with the Milwaukee Fire Department for service and instruction.

250.105 COMMUNICATIONS CENTER SECURITY (WILEAG 9.1.14)

A. LIMITATIONS ON ACCESS TO THE COMMUNICATIONS CENTER

Access to the TCD and alternate site shall be limited to authorized department personnel and approved visitors.
(WILEAG 9.1.14.1)

The approval of visitors and non-departmental personal to the TCD will be in accordance with SOP 780 Police Facilities Security.

REDACTED

REDACTED

REDACTED

REDACTED

C. PROVISION OF BACK-UP RESOURCES

1. Alternate Dispatch Site

An alternate dispatch site is located REDACTED

This site serves as a secondary location for large call volumes or incidents, an alternate site in the event of a failure or evacuation of the primary site, and as a location for training TCD personnel.

This site must be tested on a monthly basis to ensure functionality and readiness. The testing of the site will be documented and any insufficiencies or problems will be forwarded to the appropriate supervisor or personnel for resolution.
(WILEAG 9.1.14.3)

2. Telephones

   Whenever the [redacted] telephone system becomes inoperable for any reason, the telecommunications specialist and telecommunications supervisor shall be contacted immediately.

   If the telecommunications specialist or telecommunications supervisor cannot be reached and the failure includes 9-1-1 phones, the 911 Resolution Center will also be contacted [REDACTED].

   All telephone related issues are to be documented in the TCD daybook.

   By order of the highest ranking supervisor in TCD, telephone 911 calls may be routed to the Milwaukee County Sheriff (landline calls) and Waukesha County Dispatch Center (wireless calls).

   If telephones have failed, TCD may communicate with the PAB, city hall, and the district locations by use of the [REDACTED]
   (WILEAG 9.1.14.3)

3. Radio

   Whenever the radio system becomes inoperable for any reason, the Information Systems Division (ISD) help desk shall be contacted [REDACTED] The help desk shall contact Radio Communications and all affected work locations by phone advising them of the problem.

   All radio related issues are to be documented in the TCD daybook.

   Handheld radios are the immediate backup for dispatch console failure; however, if the radio system/network failed in its entirety, alternate mutual aid radio channels must be utilized.

   a. Notification to members of radio system failure

      If the MDCs are still operable and able to receive messages, squads should be notified of the radio failure via MDC message. This can be done by sending a CAD message to the message group MOB. Squads should be advised as to which mutual aid channels will be utilized for continued operations (see below).

      Additionally, a City Watch notification should be sent to all work locations advising of the problem and which mutual aid channels will be utilized for continued operations (see below).

      Personnel using the radio system should receive an indication on their handheld/squad radio that there is a system failure. It is anticipated that personnel will either switch their radios to the mutual aid radio network and/or contact TCD or their respective work location via phone or in person, once it is discovered that radio communications are not functioning. Field personnel can

then be notified of the radio failure.

b. Continued operations

To continue law enforcement operations, communications will be continued via mutual aid channels.

TCD will immediately activate [redacted] in the TCD sergeant office.

All OpenSky users shall switch to [redacted]

All radio users shall switch to the following mutual aid channel for their respective work location:

[redacted]

As there are a limited number of available channels for continued operations, multiple MPD districts are assigned to monitor the same radio channel. Additionally, other jurisdictions have the ability to monitor and utilize these channels. As such, our radio transmission must indicate that it is a Milwaukee transmission. For example, “Milwaukee Police Department Squad 7221 to District 7 dispatch,” and “Milwaukee Police Department District 7 dispatch to squad 7221.”

During this period of operations, radio transmissions will be kept to a minimum, with necessary transmissions only.

c. Returning to OpenSky operations

Dispatchers will announce via radio when normal radio (OpenSky) operations will resume. Additionally, if the MDCs are operable and able to receive messages, squads should be notified via MDC message. This can be done by sending a CAD message to the message group MOB.

Additionally, a City Watch notification should be sent to all work locations advising that normal radio (OpenSky) operations will resume.

The time radio operations resumed will be documented in the TCD daybook. (WILEAG 9.1.14.3)

4. CAD System

Whenever the Computer Aided Dispatch System (CADS) becomes inoperable for any reason, the Information Systems Division (ISD) help desk shall be contacted at extension 7290. The Help Desk shall contact all affected work locations by phone advising them of the problem.

CADS failures affecting operations of a work location will be documented in the daybook of the work location. This documentation will include the CADS down time return to operations time.

In the event that the CADS failure affects TCD operations, a manual reporting process will be instituted.
(WILEAG 9.1.14.3)

250.110 ALTERNATE POWER SOURCE (WILEAG 9.1.15)

The Data/Comm Center is backed up by battery and generator systems for power. There is a documented inspection and testing of these systems by building maintenance on a monthly basis.

250.115 VIDEO SURVEILLENCE CAMERAS (POLE CAMERAS)

Video surveillance cameras are used as part of the department's crime reduction strategy by the strategic placement of 24-hour video surveillance cameras in designated areas. This section is dedicated to responsibilities as it relates to the video surveillance cameras. The Technical Communications Division standard operating instructions (SOI) provides comprehensive instruction in the use, operation and maintenance of the surveillance cameras.

A. DISTRICT CAMERA OPERATORS

1. Camera operators largely operate within the Technical Communications Division; however, districts have the ability to control and monitor these surveillance cameras via the internet.

2. District camera operators shall notify a telecommunicator via telephone or a dispatcher by radio, of urgent observations of illegal or suspicious activities or when the safety of persons and/or property is in jeopardy. The telecommunicator or dispatcher in an urgent call, shall update any related pending CAD complaint or enter a new complaint for the initiation of a squad response.

B. DISTRICT COMMANDING OFFICER RESPONSIBILITIES

1. Camera Placement

When a camera is being considered for placement, the respective district commanding officer(s) will be notified. The commanding officer(s) are expected to provide input and recommend geographically specific public places within their districts for pole camera placement using the following criteria:

a. High levels of narcotics-related calls for service.

b. High levels of public-violence incidents.

c. High levels of shots-fired incidents.

d. Areas of general disorder.

e. Areas identified via community input from several sources (such as beat meetings and other community resources).

f. Areas identified via narcotics and gang investigations.

g. Areas identified via intelligence obtained.

2. Initiating Placement Requests

a. Initiate a placement request by submitting a *Department Memorandum* (form PM-9) to the assistant chief of police or inspector of the respective bureau.

b. Attach supporting documentation, such as calls for service, number of incidents, and number of arrests, to the request.

C. POLE CAMERA VIDEO RETRIEVAL REQUESTS

See SOP 250.70 Audio / Video Recording Requests

250.120 MOBILE DATA COMPUTERS

Mobile Data Computers (MDC) access the Computer Aided Dispatch (CAD) system and various other computerized record files for information and wanted checks. Their primary function is to minimize air traffic on department radio frequencies and to aid in the rapid extraction of useable data. Police members, who have been properly trained in the use of the computer and have obtained a personal password to enter the system, shall use the MDC when their squad is so equipped.

Police members shall operate the MDC in accordance with the following guidelines:

1. Police members shall verbally inform the dispatcher of their “10-8” status and then "log on" to the MDC by entering their assigned password. This assigned password shall be held in confidence and shall be used only by the individual officer to whom it was assigned.

2. Upon receiving an assignment from the dispatcher, police members are required to

verbally acknowledge the dispatcher over the air.

3. Police members needing to send administrative messages and/or information should do so via MDC, rather than by radio, if an MDC is available to the member.

4. Police members shall not request to respond to any assignment by use of an administrative message sent via an MDC.

5. Police members shall "log off" at the completion of their tour of duty. "Log Off's" shall not be done until the final 10 minutes of the shift unless authorized by a supervisor.

   Note: MDC's will automatically log off when RMS is initiated at a work location. Members will be required to re-log into the MDC if returning to their squad after working on RMS.

6. Traffic Stops Entered via MDC

   When placing themselves on a traffic stop via a MDC, police members will enter the following information:

   a. Address of the stop;
   b. Description of the vehicle (color, year, make, body, license , state);
   c. Reason for the stop;
   d. Number of occupants.

7. Subject Stops Entered via MDC

   When placing themselves on a subject stop (field interview) via a MDC, police members will enter the following information:

   a. Address of the stop;
   b. Reason for the stop;
   c. Number of subjects.

250.125 TELEPHONE TRACE INFORMATION

A. PURPOSE

The purpose of this section is to establish a standard operating procedure for obtaining emergency or non-emergency (investigatory) telephone trace information.

B. EMERGENCY TRACE INFORMATION

1. All requests for emergency telephone trace information shall be directed to a Technical Communications Division supervisor.

2. A Technical Communications Division supervisor shall evaluate the request, and when deemed appropriate, he/she shall contact the appropriate telephone company for the necessary information.

3. The commanding officer of the Technical Communications Division shall ensure an *Exigent Circumstances Request Form* is filed and send a copy to the appropriate provider. Each service provider has its own separate form.

4. The commanding officer of the Technical Communications Division shall ensure that a copy of the *Exigent Circumstances Request Form* is retained according to the retention schedule.

Note: With the exception of calls which contain Automatic Number Identification (ANI) / Automatic Location Identification (ALI) information, traces can only be performed while the line remains open.

C. NON-EMERGENCY (INVESTIGATORY) TRACE INFORMATION

1. All requests for non-emergency (investigatory) telephone trace information shall be directed to the respective investigations division shift commander.

2. The shift commander shall evaluate the request, and when deemed appropriate, shall assign a investigator to conduct follow up and obtain the necessary information from the telephone company.

3. The assigned investigating member shall then complete the reports necessary for obtaining a subpoena, which will be forwarded to the appropriate telephone company.

250.130 ONLINE EMERGENCY TELEPHONE NOTIFICATION SYSTEM

The online emergency telephone notification system can be utilized in emergencies or when mass notifications need to be made in a rapid, efficient manner. The online emergency telephone notification system can make 32 thirty second calls per minute or up to 1,920 calls per hour. The system makes calls by using pre-programmed call lists.

A. EXAMPLES OF NOTIFICATIONS (NOT AN ALL INCLUSIVE LIST)

1. Abduction and critical missing incidents.
2. Amber Alert supplements.
3. Escaped prisoner or loose suspect in a specific area.
4. Major incident information or evacuation instruction/orders.
5. Media announcements in major incidents.
6. Command staff notifications.
7. Activation of the EOC.
8. Level 3 and 4 emergency mobilizations.
9. CLO notifications to block watch groups, community organizations, etc.
10. Sexual predator (registered/known) community notifications.

B. TYPES OF NOTIFICATIONS

1. Internal

With the approval of a work location shift commander, the system can be utilized to notify work location members of an event, incident or circumstance.

C. INITIATION OF THE NOTIFICATION SYSTEM

If a work location does not have a member trained in the use of the online notification system, the shift commander should contact a Technical Communications Division supervisor REDACTED The Technical Communications Division will require an email containing the message to be disseminated, the geographic location to be called and the approving authority. Once the email has been received, the message will be entered into the system for transmission.

D. PRE-PROGRAMMED CALL LISTS

Work locations may create their own Excel based call lists based upon the individual needs of the work location. The lists must be created in Excel using the following headers for each column:

| Name | Voice1 | Voice2 | Voice3 | Email |

The telecommunications specialist is the designated contact person for the notification system. Please call the telecommunications specialist REDACTED for all questions and issues concerning the system.

Note: Work locations submitting call lists are responsible for keeping their lists current and forwarding those lists to the telecommunications specialist.

250.135 NONCOMPLIANCE REPORT

A. ISSUANCE

1. TCD supervisors may issue a PC-39 *Noncompliance Report* to police members for minor violation of communications standard operating procedures. These violations include, but are not limited to the following violations:

   - Failure to respond to dispatcher.
   - Failure to respond to assignment.
   - Failure to notify dispatcher of location change.
   - Failure to go on scene at an assignment.
   - Failure to give a c-code or promptly return to service.
   - Inappropriate use of radio / telephone.

2. Distribution

   a. The TCD will forward the original report to the member's commanding officer for investigation and action.

      i. The member's commanding officer will take appropriate action with the member and forward the original report to the Internal Affairs Division.

b. The TCD will forward one copy of the report to the member's bureau commander.

c. The TCD will retain one copy at TCD.

EDWARD A. FLYNN
CHIEF OF POLICE

EAF:dom