

# HOW DO I WORK WITH THE POLICE?

The following are some frequently asked questions and some general answers to them concerning how citizens can work effectively with the Milwaukee Police Department. Space prohibits a detailed answer for every possible situation. If your block watch group or other community group organization would like to have further explanation, please contact your district police station and ask for the Community Liaison Officer (CLO). They will make arrangements with you to present greater details to your organization.

## 1. WHEN DO I CALL 911?

To stop a crime, to report a fire, to save a life. Any time an emergency response by law enforcement, fire, or medical personnel is needed. 911 cell phone calls are currently handled by the Milwaukee County Sheriff's Office. They will guide your call to the proper municipality.

## 2. WHAT INFORMATION SHOULD RESIDENTS BE PREPARED TO GIVE THE TELECOMMUNICATOR?

Be prepared to answer all of the questions you are asked. For example:

- a. Where is it occurring? (Be precise).  
What is occurring?
- b. Who is involved?  
Give as detailed of a description of the victim, suspect, witnesses i.e. height, weight, hair and eye color, clothing description, vehicles involved, last direction of travel.
- c. How do we contact you if the police need more information?
- d. State if you want to speak with an officer or remain anonymous.
- e. Any other information you may believe is important to the incident.
- f. Always obtain the telecommunicator's name or number that you talked with.



## 3. WHEN DO I CALL 933-4444?

When a squad needs to be dispatched for a non-emergency situation. Non-emergency would be defined as anything non-life threatening or any crime not in progress. You can also call this number for any other administrative business or questions you may have of the department.

## 4. WHEN DO I CALL THE DISTRICT POLICE STATION?

When a squad does not need to be dispatched. Typically, if there is an ongoing problem, the police can make an entry in the "squad follow-up" book. This should be a situation where no immediate police response is needed. It advises the squad officers to be alert to certain facts or activities in your neighborhood. If you call the district police station for service that is needed immediately it will only slow down the police response. Squads are not dispatched through the district office. If the chronic problem does not stop, call the district station and ask to speak with the CLO about the Chronic Nuisance Property Code 80-10.

## 5. WHY DOES IT TAKE THE POLICE SO LONG TO RESPOND TO CERTAIN TYPES OF CALLS?

Calls are prioritized as they are received. High priority calls i.e. crimes in progress, shots fired, a shooting, will always get dispatched with urgency. These types of calls are appropriate for 911. Lower priority calls such as noise or barking dog complaints may get a slower response based on squad availability. These types of calls are appropriate for 933-4444. Be as descriptive as possible so your call may be properly categorized. You may make a follow-up call to the original number to inquire as to why it is taking so long.

## 6. LOWER PRIORITY INCIDENTS MAY BE OVER BY THE TIME POLICE ARRIVE. WHAT CAN BE DONE?

If you are willing to be a witness in court and a violation occurred, a citation may be issued to the offenders. It is important to leave your name and telephone number with the telecommunicator so

proper follow-up can be done by the police. Call your district station and ask to speak to the CLO for further information.

## 7. DO I ALWAYS HAVE TO LEAVE MY NAME AND NUMBER?

If you are dialing 911 from your home telephone, your name, address, and telephone number are automatically being received by the police telecommunicator. This does not apply to cell phone calls.

## 8. I'M WORRIED ABOUT RETALIATION. CAN I REPORT INCIDENTS ANONYMOUSLY?

You can report crimes anonymously, however, the chances of the crime or the problem being solved are diminished. If you do not want the police coming to your door, advise the telecommunicator. However, please understand if you want to be a complainant you will need to leave your name and telephone number so an officer can contact you by telephone if additional information is needed.

## 9. HOW CAN I FIND OUT WHAT HAPPENED WITH A CALL FOR SERVICE?

You may make an open records request. Open records is located at 2333 North 49<sup>th</sup> Street, 2<sup>nd</sup> floor. The hours of operation are Monday - Friday, 8:00 a.m. to 3:45 p.m. Closed holidays. For further information regarding an open records request call 935-7502. You may also call the district CLO with the date, time, and location of the incident.

## 10. I HAVE FOLLOWED THE SUGGESTIONS IN THIS BROCHURE, BUT WAS NOT SATISFIED WITH THE POLICE RESPONSE. WHO CAN I CALL?

If you told the telecommunicator taking your call that you wished to remain anonymous and an officer still responded to your door, call the communications supervisor at 935-7472.

If you need to update information or are wondering why the squad has not arrived yet, redial the same number you first phoned in on, either 911 or 933-4444. If you are still waiting after the second call, redial and ask to speak to the communications supervisor. If the officers responded and you are not satisfied with their response or investigation, ask to have a supervisor sent to the scene. If you still have problems after that response notify the shift commander from your respective district.

- District One .....935-7211
- District Two .....935-7221
- District Three .....935-7231
- District Four .....935-7241
- District Five.....935-7251
- District Six .....935-7261
- District Seven.....935-7271

The sooner you call regarding an incident, the better able we will be to serve you.

**11. THINGS NOT TO CALL THE POLICE ABOUT.**

- Street lights out.....286-8282
- Garbage pick-up.....286-8282
- Garbage and litter on private property .....286-2268
- Parking issues concerning cars on the streets.
- Parking Operations .....286-8350

Damaged or malfunctioning traffic signals.....286-8282

Damaged or missing signs.....286-3488

If you have access to the internet, you can submit requests for City services by going to <http://www.milwaukee.gov> then selecting "Request Services Online."

**12. COMMUNITY LIAISON OFFICER (CLO)**

For information not contained in this brochure, contact the community liaison officer of your respective district. That officer can assist you in a variety of ways and point you in the right direction.

- District One .....935-7701
- District Two .....935-7228
- District Three .....935-7238
- District Four .....935-7248
- District Five.....935-7258
- District Six .....935-7268
- District Seven.....935-7278

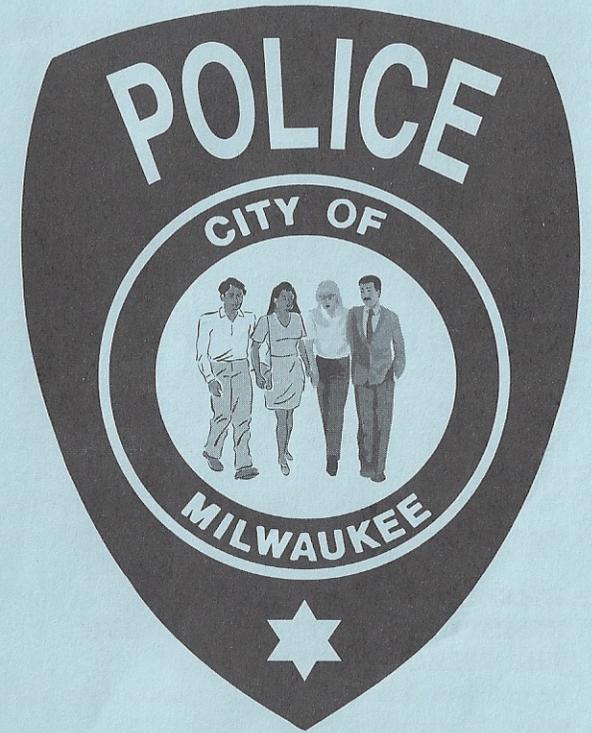


Please visit the Milwaukee Police Department Web Site at: [www.milwaukee.gov/police](http://www.milwaukee.gov/police)

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